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Tips For Better Product Acquisition

To Get The Best Products, You Have To Go Beyond Simple Shopping

by Elizabeth Millard

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With some products, acquisition is a snap: You already know what you want (or you're merely replacing something), so with a click or a call, it's on the way. But with many products, the abundance of choice and the prevalence of smaller vendors can complicate the process. Here are seven tips to make the process more streamlined:

1. Redefine Your Network

The virtues of networking for product acquisition are well known. After all, if everyone on an online technology forum hates a particular piece of hardware, it should give an IT manager pause when purchasing. But within that network there should be a smaller network, says Joe Santana, author of "Manage I.T."

"Create a 'Mission Impossible' file, where you keep the names and specialties of people from networking events or association meetings," he notes. Although it takes time, Santana has found that after years of compiling such data, when he's curious about a product, he only has to make one or two calls, not a dozen. A pipeline of fellow IT types is great, but knowing who specializes in routers or rack servers is even better.

2. Test The Product In Other Environments

Having a robust network can also be helpful when trying out a product, since your colleagues might be willing to let you play in their backyard. In his IT work, Santana likes to evaluate products both in his data center, as well as in others. That way, he can find out how the hardware or software goes with other configurations.

3. Tap Into Research Firms

Although many IT departments are familiar with research from the Gartner Group and IDC, there are a host of other firms that do

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Re-evaluating The Desktop PC Market

What Does The Industry Shakeup Mean For The SME?

by Steven S. Ross

• • •

With the sale of IBM's PC business to Lenovo and with HP in turmoil, this is a good time to re-evaluate desktop PC suppliers. Many purchasers apparently already have. For sales specifically to companies with 100 to 500 employees, IDC says HP was second to Dell for the last quarter of 2004, and IBM was third. But they were far behind the market leader (see "PC Unit Shipments To Midsized Businesses" chart on page 7). In fact, the top 10 firms account for fewer than half the sales of desktop PCs to midsized businesses, and Dell alone racked up more sales than the next nine vendors combined.

That's actually surprising in a way, says Roger Kay, PC marketing analyst and an IDC vice president. "The intellectual property behind PCs is owned by a small group of companies, such as Intel, Microsoft, Phoenix, Seagate, Western Digital, Hitachi, and Fujitsu," he says.

Even the bulk of the assembly work is done by just a few large suppliers, mainly in Taiwan. The large national vendors even contract out their onsite service to the same firms in most major cities. The same service technician can come one day to fix a balky Dell desktop and the next day to patch up an IBM or Gateway box. "So the computer you buy from one vendor is very much like another's," Kay says. Dell obviously scores well on service and price.

Ross Ely, vice president for corporate marketing at MPC, agrees. "The onsite service is about the same for all the major vendors. But that is the most expensive route to service. The vast majority of situations are handled over the phone."

If vendors have to differentiate themselves on price, contract details, and service, not on technology, buyers know all too well that vendors substitute one for the other rather freely. Simon Yates, a Forrester senior analyst, says small and midsized firms "crave good support because they don't have a large IT department." But he notes that purchasing personnel may have trouble justifying a price that's even $20 or $30 higher than the target, even if the other contract terms are highly favorable.

Don't Forget Local Vendors

Yates' advice: "Put out an RFP to two and preferably four

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COVER FOCUS

The Computing Lifecycle

With some products, acquisition is a snap. But with many products, the process is more complicated. Here are tips for better product acquisition, along with strategies for how long to keep your hardware and what to do once it has outlived its usefulness.

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■ **Appro** announced its new XtremeBlade solution with an Intel Xeon processor. ■ **Computer Associates** announced the eTrust Security Management Architecture. ■ **ElcomSoft** is targeting its new data recovery tool at users who need to decrypt files that are on Windows 2000/2003/XP NTFS partitions. ■ **EMC** released the Centera Seek and Centera Chargeback Reporter. ■ **Firetide** announced the new HotPort high-performance mesh network. ■ **Sunbelt** announced an upgrade for its anti-spyware solution, CounterSpy Enterprise.

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☐ 100 - 199 ☐ 1,000+

2. How often do you purchase computer hardware/software?

☐ Weekly ☐ Quarterly
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3. What is your annual computer hardware/ software purchasing budget?

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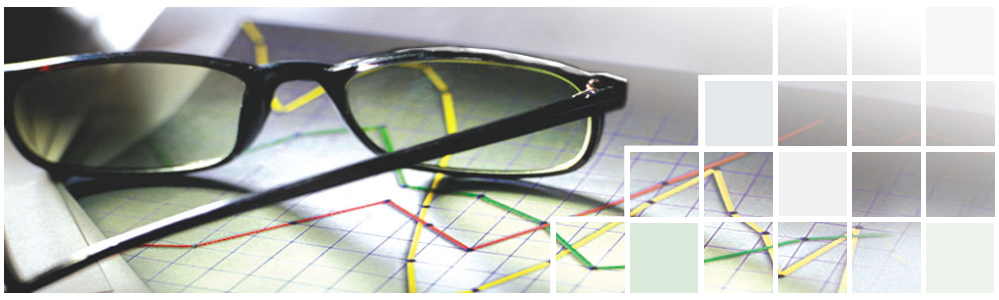

THE COMMITTEE ON FOREIGN INVESTMENTS In The United States unanimously approved Lenovo's plan to purchase IBM's Personal Computing division. Deals of the approval are confidential, although some analysts suspect Lenovo and IBM made concessions to get the quick approval. In January, the CFIUS agreed to conduct an extended review of the deal after being urged to do so by some members of the House Of Representatives. Under terms of the agreement, IBM will have an 18.9% stake in Lenovo, and the company will become the third-largest PC maker in the world, behind Dell and HP.

Intel's Japanese Unit Accused Of Stifling Competition

THE JAPANESE FAIR TRADE Commission issued a warning to Intel, saying the company broke antitrust agreements by offering rebates to Japanese PC makers agreeing to not buy or limit purchases of chips manufactured by Intel rivals. Intel, which has until March 18 to respond to the recommendations set forth by the JFTC or risk further legal action, denies any wrongdoing.

Bill Introduced To Penalize Phishers

SEN. PATRICK LEAHY INTRODUCED the Anti-Phishing Act of 2005, which would allow law enforcement officials to prosecute scammers before the fraud takes place. The bill, intended to deter phishing scammers, outlines penalties of up to five years prison time and fines of up to $250,000 for those involved in phishing scams. The same penalties would also apply to pharming scams, in which users' browsers are redirected to phony banking or ecommerce sites.

Delay In SCO-Novell Case

SCO'S LAWSUIT AGAINST NOVELL has been delayed again due to a scheduling conflict between the two companies' legal teams. The hearing, originally set for March 8, has been pushed back to March 25, at which time the judge on the case will hear arguments on a motion from Novell to dismiss the case. In other SCO news, the company announced that it must refile financial statements for quarters ending in January, April, and July 2004 because of what the company calls "certain accounting errors." These errors seem to be a result of the way SCO handled the accounting for a $50 million repurchase on an investment made in the company in 2003. SCO says the updates shouldn't change the reported information for the fiscal year ended Oct. 31, 2004.

New Features For Google Desktop

THE FREE GOOGLE DESKTOP search tool, which has just moved out of the beta phase, is sporting some new features. Google Desktop users can now search Adobe PDF, video, and music files. The tool now offers support for Mozilla's Firefox and Thunderbird email application and AOL's Netscape and includes a software developer's kit for building new search plug-ins.

Oracle, SAP In Bidding War

CORPORATE SOFTWARE RIVALS Oracle and SAP may find themselves in a bidding war. Oracle announced it was planning to make an offer for Minneapolis-based software maker Retek. SAP agreed in February to purchase Retek for $496 million. Responding to Oracle's bid, SAP issued a statement saying it was in a better position to offer Retek customers easier integration with Microsoft .NET and Java.

Relational Database Spending Grows

COMPANIES SPENT $14.9 BILLION on relational database programs during 2004, up 11.6% from 2003, according to research firm IDC. Oracle, IBM, and Microsoft continued to dominate the industry, claiming 41.3%, 30.6%, and 13.4% of the relational database market, respectively. IDC analysts expect competition for the medium-sized business and threats from open-source databases to make their mark in the coming year.

EMC No. 1 In Disk-Based Storage

EMC'S NEARLY $3 BILLION in 2004 revenue makes it the top vendor of external disk-based storage for the year, surpassing HP, according to IDC. The research firm's data shows that EMC's revenue increased 18.4% over 2003, giving it 21.1% of the market compared with HP's 18.7% share. HP's 2004 revenue slipped 6.3% to $2.6 billion. IBM, Hitachi Data Systems, and Dell ranked third, fourth, and fifth, respectively. But despite its fifth-place showing, Dell was the fastest-growing external storage vendor in 2004. Its revenue of $994 million represented an 18.7% rise over 2003.

AMD: Pacifica Specs Are On The Way

AMD IS SET TO RELEASE DETAILS of its virtualization technology, code-named Pacifica, by the end of the month, says Margaret Lewis, AMD's senior software strategist. The technology will simplify the process of running multiple, simultaneous OSes and is similar to Intel's Virtualization Technology (formerly known as Vanderpool), which is slated to appear in chips later this year. Some observers are concerned that the Pacifica spec could be incompatible with Vanderpool, causing a roadblock for software developers.

Big Blue Seeks New VARs

IBM IS BACK ON THE LOOKOUT for new value-added reseller partners after a long hiatus from widespread recruitment, according to company executives. The company intends to attract VARs that hope to diversify in light of instability at rival vendors such as Sun and HP. John Guido, vice president of management and strategy for IBM Business Partners Americas, says IBM has "moved from recruitment for recruitment's sake to cherry-picking the best and brightest competitive resellers."

WATCH THE STOCKS

This information provides a quick glimpse of current and historical stock prices and trends for 15 major companies in the technology market.

Company	Symbol	Year Ago	March 2 $	March 9 $	% change from previous week
Avaya	AV	N/A	$13.97	$13.90	▼ 0.50%
BEA Systems	BEAS	N/A	$8.30	$8.21	▼ 1.08%
Computer Associates	CA	$26.46	$27.48	$27.93	▲ 1.64%
Cisco Systems	CSCO	$23.13	$17.74	$18.12	▲ 2.14%
Dell	DELL	$33.05	$40.29	$40.22	▼ 0.17%
Electronic Data Systems	EDS	$19.15	$21.05	$20.68	▼ 1.76%
Google	GOOG	N/A	$185.18	$185.20	▲ 0.01%
HP	HPQ	$22.36	$20.70	$20.64	▼ 0.29%
IBM	IBM	$93.30	$92.92	$92.35	▼ 0.61%
Intel	INTC	$27.69	$24.52	$24.80	▲ 1.14%
McAfee	MFE	N/A	$23.93	$24.33	▲ 1.67%
Microsoft	MSFT	$25.38	$25.26	$25.40	▲ 0.55%
Oracle	ORCL	$12.06	$13.05	$13.62	▲ 4.37%
Red Hat Software	RHAT	N/A	$11.17	$11.25	▲ 0.72%
Sun Microsystems	SUNW	$4.37	$4.22	$4.37	▲ 3.55%

NOTE: This information is meant for reference only and should not be used as a basis for buy/sell decisions.

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A PC Lifecycle Strategy

Lower Costs & Keep Employees At Peak Productivity

by Dennis Raven

• • •

CORPORATE COMPUTERS represent one of an organization's most unpredictable yet mandatory expenditures, and these purchases have generally been treated as large capital acquisitions, where there is value from the purchase over time. The key to managing this process, from acquisition to disposal, is a well-thought-out PC lifecycle.

Lowering IT costs must always take place within an environment that emphasizes delivering business value, and the purchase price of a new PC accounts for only 20% to 30% of the TCO. The remainder is in services and other lifecycle activities. An effective PC lifecycle management is therefore a requirement.

The PC lifecycle includes many factors, including following a long-term IT strategy, implementing and using IT processes, and staffing the right personnel to implement and deploy an effective corporate IT plan. One of the best ways to maximize computing investment and reduce TCO is to implement best practices across the PC lifecycle.

PC Lifecycle Development

So how is a PC lifecycle determined? PC lifecycles should not be based solely on technology development cycles but instead on actual end-user needs. However, as a rule of thumb, IDC has published a two- to three-year lifecycle for notebooks and three to four years for desktops.

As an example, several states have set PC lifecycle guidelines. Nevada's mainstream technology PC Upgrade and Replacement Schedule is four years for users whose daily business operations require use of technology, with a conservative lifecycle at five to six years for users requiring only standard office functionality. Nevada also found these time frames result in a departmental replacement average of 20% to 25% per year. Montana has identified a minimum four-year replacement lifecycle, as new software applications often dictate the level of required technology.

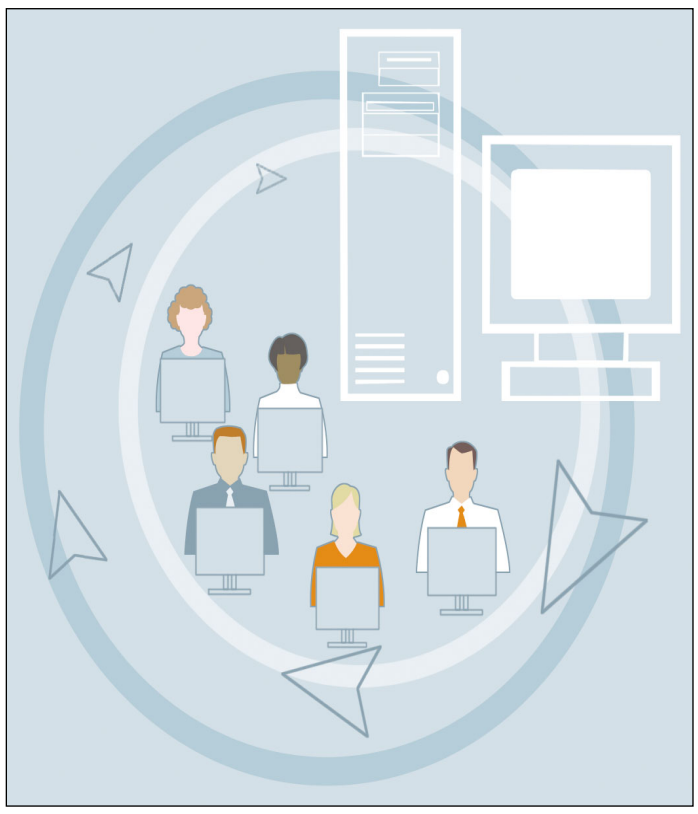
It is important to note both states use these lifecycles as guidelines, not mandates. This way they're providing leeway for major technological changes that can and will occur. Obviously these guidelines apply only to state agencies, as purchasing patterns and funding are much different than nongovernmental business.

Assessment. As with any project, a needs assessment of end-user computing should be conducted, gathering both current and anticipated needs. Depending on the organization, some users, particularly those in scientific areas, will require a shorter lifecycle to support applications required for these functions. From the assessment, procurement and IT can agree on a standard and determine the lifecycle of each model involved.

Proper assessment also lowers cost. For example, part of the assessment should include which devices are used routinely. Floppy drives were once popular, but PC purchases may be less expensive today by deleting the floppy unit. Is an expansion base required for notebooks? Many notebooks have all the required ports built-in, so needs could possibly be met without the expansion base.

Procurement and deployment. The lifecycle and purchasing processes must be considered simultaneously, as they can affect one another. For example, an organization must adhere to the industry lifecycle if leasing PCs, as the terms of a lease will be less favorable if an alternate lifecycle is adopted. Additionally, using leasing as a tool to manage costs is less effective than in years past unless support services are bundled into the lease.

Management. Though most analysts recommend a yearly physical inventory to verify information, automated asset management tools can improve data and eliminate a great deal of IT legwork, especially in distributed environments. Businesses can often realize significant value by bringing software licensing costs in line with actual usage and making better use of warranties and service contracts over the lifecycle.



Retirement. Decisions must be made for equipment retirement. Of course, if the equipment was leased, it is simply returned to the leasing company for disposal. If purchased, there are several disposal methods to consider.

One choice allows the equipment to remain within the company by cascading units to other users. If your organization chooses cascading as part of its lifecycle process, formal procedures must be developed. These procedures specify how the equipment is handed down and what software-related procedures or data deletions are performed before movement.

Two other major options are available: selling the equipment outright to a broker (or through the Internet at an online or B2B site) and deeming the equipment end of life and destroying it. If you choose the end-of-life option, be sure to factor in the costs of disposal according to local or state ordinances and any costs incurred to certify the data has been destroyed to protect business interests. (For more information on disposing of used equipment, see the "Doing Away With The Dead" article on page 9.)

Continuous Evaluation

The PC lifecycle is not a finite process, but one that is continuous—the organization must always be in different phases to assure a smooth transition as equipment is retired, new equipment evaluated, and vendor agreements signed. By following the steps outlined earlier, a realistic PC lifecycle can be determined, providing employees with the proper equipment to perform their jobs, while at the same time maximizing value for the organization. P

Things To Consider

Determining a PC lifecycle includes many factors. Here's a short list of some questions you'll want to consider as you're deciding on the lifecycle that works best for your company.

Is the current PC replacement budget adequate for the needs of end users, current systems, and anticipated expansions?

Are PCs funded as an asset or an ongoing operating expense?

What policies are in place for PC procurement, migration, upgrades, and disposal?

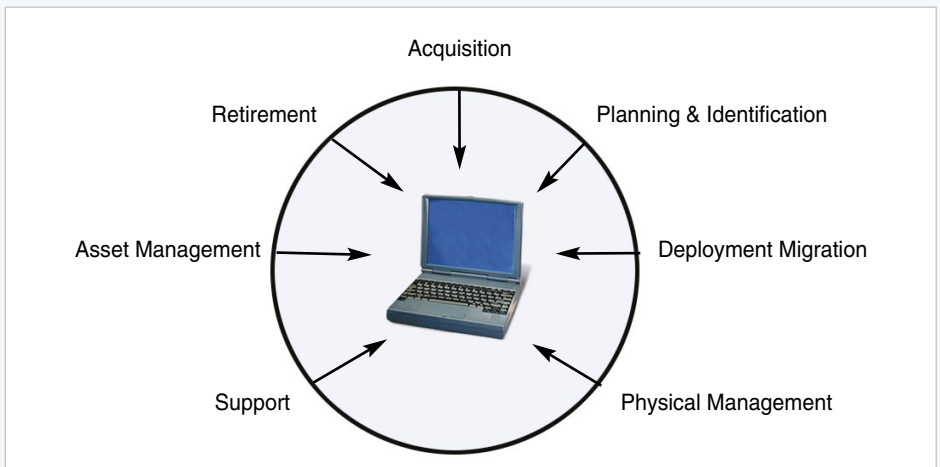
How much does the company spend per fiscal year on PC replacement?

Does IT have approval authority for organization-wide technology acquisitions?

Is customer support included in the current PC lifecycle costs?

The PC Lifecycle

All functions of a PC lifecycle plan focus on providing the organization with the most cost-effective equipment to support their business.



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Tips For Better Product Acquisition

Continued from Page 1

technology consulting and issue reports and white papers. (See the "Analyze This" sidebar for a list.) Some smaller companies might shy away from tapping into these firms because the price of reports can be a bit daunting: from $700 to $2,000 per report. But there's a way to get at least some of the research on the cheap: On most of the firms' Web sites are free reports, press releases that summarize information, and briefs that give a glimpse into the research. Also, *Processor* features a biweekly column from Info-Tech that's chock full of free advice on a wealth of topics.

Beyond merely covering technology shifts, many research firms track specific companies and how their actions might affect the market, as well as give opinions on specific product developments. For example, Gartner issued a cautious note when Sun Microsystems announced it would start taking credit cards as payment for on-demand computing power.

4. Know Thy Vendor

With larger vendors such as IBM or Cisco, no research needs to be done to find out if they're stable or if they'll be around in five years. But with smaller vendors, care should be taken to evaluate more than their products, says John Baschab, author of "The Executive's Guide to Information Technology." If the company has developed a great tool that fits well into a data center, that can be a tremendous boon. But if their doors are shuttered next year, that happy product-acquisition feeling won't last long.

"Vendors should be of adequate size to continue to invest in the product," says Baschab. "The exception may be niche-product vendors providing highly specific products or services, but in general, the company should be large enough to attract additional customers."

For that reason, he recommends digging into the company's health and asking about revenues, profitability, and acquisition history. Other numbers to get are: how many employees, developers, and product specialists are on hand; how many customers the company has; and how many end users there are at those customers. A reliable firm will have these numbers, says Baschab. Again, *Processor* can help: The magazine only features advertisers that *Processor* believes will stick around, so the smaller manufacturers listed have already been researched.

5. Ask Vendors For Unhappy Customers

Nearly every vendor is only too delighted to hand over the names of people who have used their products and marveled at the features and ease of deployment. But it's the truly worthy vendor that can fork over the name of customer who didn't have a good experience, says Dave Lakhani, president of Bold Approach, a consultant firm that teaches IT teams how to negotiate.

"You could find out by talking to an unhappy customer that your configuration is similar and that you might have the same problems with the supplier," he says. "But you could also find out that the issue was caused by resolvable challenges."

Talking to a customer that had to return products, hammer out delivery issues, or deal with incompatibility can help with tweaking the contract with a vendor. No company or product is perfect, and knowing where the rough spots are ahead of time can be valuable during the acquisition process.

6. Cut The Fat In Negotiation

To woo customers, many vendors boast about what's included with a product. For example, a software bundle might have some additional programs that make it work well with instant messaging or VoIP. Santana suggests that when negotiating on price with a vendor, an IT department should be aggressive in articulating exactly what it needs the product to do and ask whether a lower price can be had by breaking up the bundle.

"People have a tendency to settle with what vendors are offering, like they're shopping at a store and that's just the price of the product," he says. "They end up accepting a vanilla solution when they don't have to."

Bundles can also include items beyond just product features, he adds. They could contain specific service agreements, delivery schedules, and limitations on returns. "Tear the bundle apart piece by piece, and think about whether you really need every single thing," says Santana. "Then, ask the vendor to put a price on each part of the bundle. It's an effective way to negotiate."

7. Give Yourself An Out

When crafting a contract with a vendor, think about worst-case scenarios. Imagine what might happen if the product doesn't perform at all, causes problems with other equipment, or needs service. With those situations in mind, an IT manager can create a nonconformance clause, which Santana believes should be part of every contract.

"This kind of clause will give you an out if the product fails to perform as described by the agreement," he says.

If the vendor balks during the negotiation, Santana advises a simple solution: Walk away. He says, "The ability to say no and move on is your most powerful tool in any negotiation. If you can't say no, you're probably able to bluff but not really able to negotiate."

Getting Complete Information

Most vendors have a spec sheet about a hardware or software product's attributes. But John Baschab, author of "The Executive's Guide to Information Technology," suggests asking for just a bit more information. He notes that there are some major areas of information to get during the evaluation period:

- Server technologies supported
- Database technologies supported
- Development technology
- Technology supported under original product
- Percentage of user base on a particular server or database platform
- Presence of function-specific modules
- Number of implementations
- Industry-specific additions or modifications
- Presence of customers in your industry

Analyze This

Here are some analyst firms that have some free reports or research summaries on their Web sites:

- **Aberdeen Group**
  www.aberdeen.com
- **AMR Research**
  www.amrresearch.com
- **Forrester Research**
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  www.infotech.com
- **Meta Group**
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- **The Yankee Group**
  www.yankeegroup.com

Re-evaluating The Desktop PC Market

Continued from Page 1

vendors. Always go to two or three on the top 10 list. Toshiba, Fujitsu, Gateway all have a good midmarket strategy. Go to a local vendor as well." Reduce the number of vendors and configurations, and only then start looking closely at contract terms, he says.

Kay notes that local vendors, in the aggregate, account for a major part of sales to midsized companies. The advantage is that they often have their own service departments for onsite care, and you can quickly reach someone in charge when emergencies happen. One big disadvantage: Because small vendors buy parts in small batches from multiple suppliers over time, it is difficult for them to keep the components stable over long periods. Major vendors can usually pledge to keep at least some models stable for a year. Smaller vendors may require that you change device drivers when a component goes bad.

Yates says, all other things being equal, you do want a vendor who is willing to go out of the way to get things fixed. But understanding the value of the terms of the sales contract requires understanding exactly what your warranty requirements might be. Do you really need 24/7, next-business-day, onsite service? Or do you just need someone to respond quickly to a phone request so that you don't have to waste a lot of time on hold?

In the home office, IT staff can solve problems by keeping a few spare machines around. "But if you have a salesperson on the road, you lose sales if her machine is down, so a lot depends on the nature of your workforce," says Yates.

Three Major Costs

Yates also says companies should check out industry norms on costs and see if they apply. "There are three major costs: acquisition, cost of ongoing management and maintenance—virus software and so forth—and then the cost of incremental change, like an operating system or application change. And the cost of the machine, industry-wide, averages only 20% of the total cost. Also, configure machines carefully, with an eye to maintenance and upkeep, even if it is going to be a nonstandard one-off machine." A few oddballs can cause more upkeep problems than a room full of standard boxes.

Says Kay: "A supplier like MPC is good for the midsized market. They pride themselves on working with companies of that size. MPC manufactures in Idaho, so it does well with the federal government. Larger VARs like CDW [Computer Discount Warehouse] like to work with companies that are midmarket."

Most vendors will lock in prices for two weeks but allow price to rise if component prices change after that period. Obviously, that doesn't happen often. But every once in awhile, a major component factory is hit with a fire, causing shortages. And the dollar is weakening now against most other currencies.

"Component prices very rarely go up. In the last couple of years, price of memory has gone mainly in one direction: down," notes Ely at MPC. His company grew out of Micron, the memory vendor, but is now a separate corporate entity.

How does MPC avoid selling on price alone? "We have to get beyond just the buyer, the mentality for getting the bonus for shaving $25 off the cost," says Ely. "When we talk to a chairman or a head of IT, we make our value proposition clear." Other vendors do exactly the same thing, even if it can be off-putting to the staff member with purchasing responsibility, and even if the higher-up has only a hazy grasp of the technology.

Expect a vendor to prove it has top-quality service by quoting metrics, says Ely. "We talk about how quickly our service rep has to answer the phone. About how all our tech support reps are MPC employees and sit next to the engineers. About how quickly we get replacement parts out, 95% out the same day. About diagnostics quality, how often we can hit a first-time solve." Again, expect all vendors to have the numbers in these areas and to quote them to best effect.

PC Unit Shipments To Midsized Businesses

In the fourth quarter of 2004, Dell led its competitors in PC sales to U.S. companies with 100 to 499 employees. Here's a look at how the top 10 vendors fared.

Vendor	2004 Q4 Units	2004 Q4 Market Share
Dell	469,692	27.3%
HP	228,285	13.3%
IBM	48,145	2.8%
Sony	19,218	1.1%
Acer	9,772	0.6%
Gateway	6,907	0.4%
Apple	5,004	0.3%
MPC (MicronPC)	4,705	0.3%
Systemax	3,369	0.2%
Micro Electronics	1,119	0.1%
Top 10 Vendors	796,214	46.2%

SOURCE: IDC

A Balancing Act

SMBs Shouldn't Upgrade Software Too Early Or Too Late

by Ericka Chickowski

• • •

Let's face it: Most small to medium-sized businesses simply don't have the same amount of available dollars that their bigger competitors do. However, these organizations are able to use their small size to their advantage. They stay flexible and, most importantly, they stay lean.

Unfortunately, many of these businesses take this cost-cutting strategy too far when it comes to updating technology. This is particularly true in the case of software upgrades, which can often be put on the back burner in favor of higher-profile projects. Last year, this was the case for many small businesses, says Laura DiDio of the Yankee Group.

"There was a lot of inertia in the market last year," DiDio says. "Many SMBs held their networks together with crazy glue because those upgrades often need new servers and operating systems to run efficiently. A lot of them haven't had that kind of money to spend."

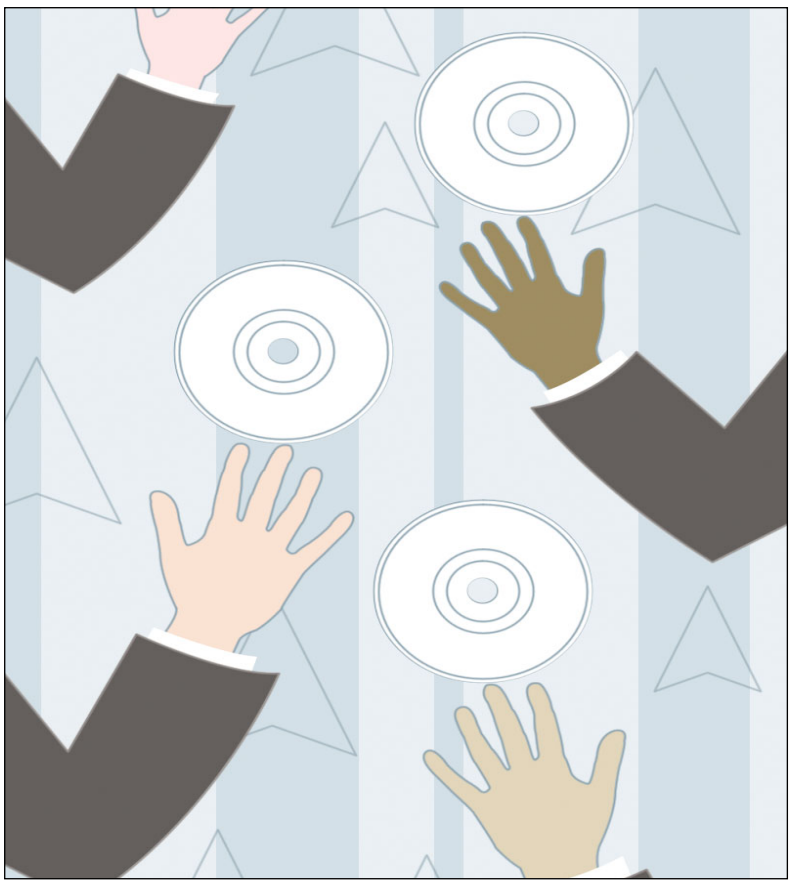
Rather than being proactive about keeping software up-to-date, many businesses install and forget until it comes time to react to a complete application meltdown. DiDio recognizes the cash-flow constraints of SMBs, but she suggests that they analyze the upgrade possibilities when new versions come out, rather than when their old version dies.

No Clear Determinant

The reason is simple. While sweating the assets is an important part of cash management, there comes a time when your old software has perspired its last, and you are stuck with a problem that may not be fixable by a simple upgrade.

"I don't want to resort to falling to platitudes, but you really don't want to be penny wise and pound foolish," she says. "Some people unfortunately wait until something is irrevocably broken, but you don't want to be in that class."

But how does a business know when its cash-saving ways are doing more harm than good? How does a business know when it should upgrade? According to DiDio, there is no black-and-white benchmark to determine if an organization needs to update software. In many cases it comes down to a judgment call depending on a number of unmeasurables. Again, the smaller size of a business can be a boon in this process.



"SMBs are not saddled with the burden of having a big architecture," DiDio says. "Their environments are not as large or cumbersome, so in many ways they should be able to look intuitively and see what is working for them and what isn't."

Money Talks First

However, it is not completely a straight-from-the-gut decision, she says. There are still a number of TCO line items that need to be considered when deciding to upgrade.

"For example, is your line of business applications being supported with your current software?" she says. "Does the upgrade have backward compatibility and interoperability with other platforms?"

The trick is to figure out the TCO of the upgrade and compare it with the costs of continuing with your old software, including opportunity costs from lost efficiency and the added costs of extra support.

In some cases, a quick TCO will make it evident which way to go without the need of any kind of intuitive decision making. If the developer is dropping support for your current version, for example, then it will definitely be time to upgrade. The cost of support through a third party will likely make continued use cost prohibitive, DiDio says.

On the other end of the spectrum, if you have made custom modifications to software that has been installed for only a couple of years and the developer has come out with an upgrade with few added features and no guarantee for support of your changes, then the choice to stay with your current setup is pretty easy.

These clear-cut cases of upgrade analysis are usually the exception to the rule, though. When the statistical pros stack evenly with cons, it becomes a matter of weighing the unmeasurables.

Use Your Instincts (Or A Contractor's)

According to Helen Chan of the Yankee Group, the top driver for application purchases and upgrades is to improve employee productivity. In a recent report on the subject, she explains that smaller businesses are especially striving to buy applications that allow them to do more with fewer workers. She also notes that the top business concern for the smaller businesses is employee retention.

A software upgrade at a critical juncture can often address both concerns, she says. "Implementing technology solutions that help employees do their jobs faster and more efficiently will facilitate employee retention," Chan says. "For example, if salespeople sell more by closing deals faster because they can leverage good applications, they will be more likely to stay at that firm."

The problem is that employee efficiency is a difficult metric to quantify, especially in relation to software use. This is where business acumen and instinct come in when decision makers are looking at an upgrade.

They'll need to look critically at new features and decide how much and how often employees will get use of them and whether the benefits are worth the cost.

If this seems a daunting proposition with so much monetary risk at hand, there is still hope for you, DiDio says. "A lot of this class of customer goes on the recommendation of their consultants," she says. Don't be afraid of going outside the department for subjective help analyzing upgrade needs, "unless you are fortunate enough to have hired some real crackerjack admin who can do everything for you." P

Upgrade Or Stand Pat: Decision-Making Factors

According to Laura DiDio of The Yankee Group, small to medium-sized businesses shouldn't be afraid to ask a consultant to help them analyze their software setup to determine whether they truly need an upgrade. The decision-making process should ultimately be determined by comparing TCO of an upgrade to the cost of remaining on legacy applications. The following are major factors in the upgrade equation:

- Is your line of business applications being supported?
- Is there backward compatibility and interoperability with other platforms?
- Can the upgrade be installed plain vanilla, or will it need to be customized?
- Have you customized the existing software? If so, how will these changes be affected when the upgrade is deployed?
- Are you lacking a key functionality that your competitor isn't?
- Does the upgrade help you better address regulatory issues?
- Will the upgrade create new security risks?
- What is the ROI going to be for the latest features? What are the unmeasurables?
- Has the developer dropped support for the product?
- Are you able to meet your SLAs?
- Will your application still work after the upgrade?
- Do you have to change underlying infrastructure or application customizations to handle the change?

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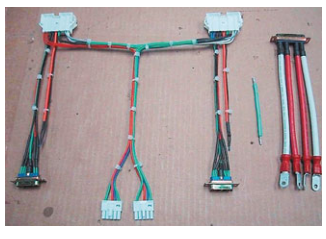

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Doing Away With The Dead

How To Dispose Of Used Equipment—The Right Way

by David Garrett

• • •

WHAT DO YOU DO with your old equipment?

If you're like most firms, you place it neatly in a storeroom, where it can gather dust in the dark. Now and then you peek in the room and tell yourself that you'll sell its contents, or, at the very least, give them away. Then you shut the door and get back to work.

And by doing that, you could be heading for trouble. The world is nearly awash in old computers and network gear—the EPA estimates that 45 million computers will become obsolete every year by 2005—and few people know what to do with them. Old machines pose a range of problems to your security and the environment, not to mention financial issues that have to be expertly resolved.

And to make things worse, even the firms that dispose of old equipment have seen their share of recent scandals. For instance, more than one firm has been found dumping equipment into lakes or illegal landfills.

So getting rid of old machines is more than an inconvenience; it's a first-rate problem, and one that's bound to fall on your shoulders.

The Dilemma

More than cars, buildings, or even other electronics, computers and network gear obsolesce quickly, leaving the firm that owns them in a pickle.

First, there are disposal problems. Most desktops have more than 700 chemicals in them, and up to half are toxic. In fact, the average white box sports hefty levels of mercury, cadmium (a known carcinogen), and hexavalent chromium (known to cause liver disease, nerve damage, brain damage, and high blood pressure, and first made famous by Erin Brockovitch in her campaign against it in Hinckley, Calif.).

In a recent study, the Utah Department of Environmental Quality claimed that 314 million computers were trashed in 2004, and they contained, in total, 2 million pounds of cadmium, 1.2 million pounds of hexavalent chromium, and 400,000 pounds of mercury.

What's more, most CRTs have 2 to 5 pounds of lead in them (mostly in the glass). That lead is there for your safety: It keeps deadly radiation from oozing into your bones. But it's such an environmental hazard that Massachusetts has completely banned the disposal of CRTs in its borders.

Then, of course, there's the security issue: When you throw out machines with hard drives and other disks, you could disclose private data even if those drives and disks are wiped clean beforehand.

Are You At Fault?

To make things worse, you could be breaking the law without even knowing it.

Recently, the Resource Conservation and Recovery Act (RCRA), which covers all 50 states and the companies within them, published new guidelines regarding the disposal of CRT monitors.

The law classifies all "waste generators" as follows: households, conditionally exempt small quantity generators (CESQGs), small quantity generators (SQGs), and large quantity generators (LQGs).

Households and CESQGs are largely exempt from RCRA standards. But if you get rid of more than seven monitors per month, you could be classified as an SQG—and you'll have to follow the EPA's multiple hazardous waste standards, which can be extremely costly. If you don't, you may fall the way of AT&T, which paid hundreds of thousands in civil fines over its poorly organized policy for disposing of monitors.

Your Disposal Plan

So, knowing you could run afoul of the government, and knowing that computer disposal is simply a headache, what do you do?

Most experts would have you develop a solid disposal plan. By and large, they address the options below:

Sell. If you can sell used equipment, do it now. It devalues too quickly to wait, and it costs money to store and maintain it. You can sell to employees, employees' friends and families, or random people on eBay and other auction sites. And bear in mind that a number of firms exist to do nothing but purchase your used equipment.

Donate. You may not want those old desktops, but a local school will. There are also charities and foundations that will gladly take your old machines off your hands. Just be sure to make them sign a contract that guarantees they'll dispose of the equipment legally once they're done with it, so the government and its many agencies can't fine you (and in some cases indict you) for unlawful disposal down the road.

Remember that giving away your computers can also give you a hefty tax break because it's a donation in the eyes of the IRS. In fact, the tax break may be larger than what you would earn by selling the machines outright. But watch out: Claiming a write-off to charity is complex business, so be sure that you have a trained accountant assess the fair market value of your machines, as laid out in IRS Publications 561 and 526.

Trade it in. Dell, HP, IBM, and most other brands have official trade-in programs that let you dispose of your old computers and get credit toward buying new ones. Granted, you won't get top dollar for your wares, but you'll at least get a voucher to defray a small part of the cost of your new purchase.

Recycle. If you'd like to recycle your old equipment, you're at the mercy of the state you do business in. Some states—California, Massachusetts, and Minnesota, to name a few—have banned landfilling, and recycling programs have sprung up as a result. In other states, finding a place to recycle your junk can be daunting.

But there are drawbacks to doing any or all of these options in-house. First, you'll have to build a database just to track what you've done with each machine. Second, you'll have to sanitize your hard drives and pay storage costs until the equipment is gone. You may also have to pay for packing and shipping, and there's always the opportunity cost. (Namely, what else could you do with this time?)

If you're planning on selling machines, you may have to charge sales tax and report sales to the state, as well as test your PCs and write some kind of minimal guarantee, or even provide tech support if customers demand it.

All this has led research firm Gartner to claim that disposing of machines in-house can cost up to $400 per box—nearly as much as some machines cost to begin with.

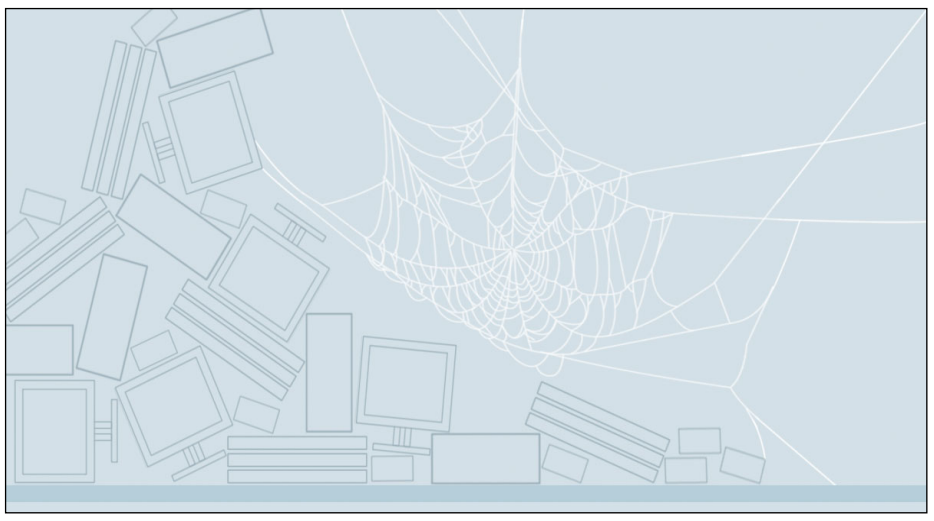
Help Is On The Way

For that reason alone, PC disposal firms have sprung up like mushrooms on both coasts and most states in between. For what's often a small fee, they'll remove your old machines and give you a good deal of peace of mind.

First, a good disposal firm can shield you from liability. Most will actively take the title of your equipment, meaning it's no longer your problem. What's more, they'll sanitize or even destroy your hard drives; they'll remove asset tags that name you as a prior owner; they'll dispose of equipment in accordance with EPA and state guidelines; they'll obey the hundreds of strictures from HIPAA. And of course they'll put this in writing, giving you peace of mind (and shielding you from certain types of legal judgments).

It's for that reason alone that most firms decide to outsource their disposal program to experts. Whether it's right for you, of course, depends on your needs. But whatever you do, be sure to vet your options thoroughly before making a choice.

In this field, the wrong choice can be painful. P



Doing Good

That set of old PCs may be useless to you, but there are plenty of schools and charities that would love them.

The question, of course, is how do you find them. And the first way is very simple: Use the phone book. Just open it up and look for charities in your chosen field (such as education or veterans' affairs).

Of course, we live in the Information Age, and there are better ways of doing business. Web sites such as the Charity Guide (www.charity-charities.org) will help you find charities in your city and give you good information on how to donate to them legally.

There's also a bevy of groups such as The National Cristina Foundation (www.cristina.org), which provides computers to people with disabilities and students at risk to lead to more independent, productive lives.

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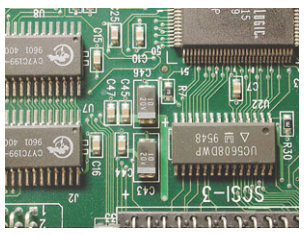

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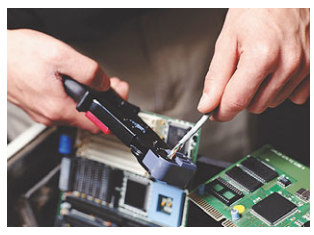

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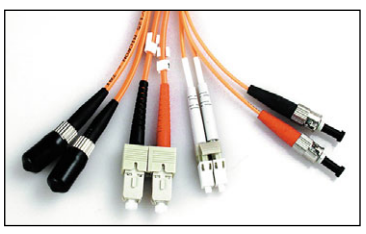

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PRODUCT RELEASES

ADAPTERS, CONTROLLERS & NETWORK INTERFACE CARDS

■ **Emulex** announced the new LPe11000 family of 4Gbps Fibre Channel host bus adapters based on the Zephyr I/O controller. The HBAs feature BlockGuard for end-to-end data protection and are designed for use with PCI Express-based servers. The Zephyr-based systems feature integrated memory, reducing costs and footprint size. The HBAs also offer the Service Level Interface, which ensures driver compatibility, link speeds of 2Gbps and 4Gbps, as well as future link speeds of 16Gbps or more.

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■ **Mellanox Technologies** unveiled its Infinihost III Lx HCA (Host Channel Adapter), which gives LOM (Landed on Motherboard) and blade server manufacturers an affordable, 10Gbps interconnect adapter. Equipped with the most recent PCI Express standard, the HCA consumes 2W of power and features hardware transport and RDMA (remote direct memory access) abilities. Providing high bandwidth and low-latency performance, the InfiniHost III Lx frees the host CPU to concentrate on application processing instead of network-related tasks. The adapter's Mem-Free technology eliminates the need for local memory. Volume pricing starts at $69.

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■ At the Intel Developer Forum, **Promise** previewed new SATA RAID products, including a RAID controller with ports for up to eight 3Gbps SATA hard drives. (Hitachi has announced 3Gbps SATA drives, and other manufacturers are close behind.) Promise's controller also supports RAID 6, which builds on RAID 5 with the ability to survive the simultaneous loss of two drives. Promise used an XScale-based Intel I/O processor to handle RAID 6's overhead.

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■ **QLogic's** SANblade QLE2360 is a new Fibre Channel host bus adapter for the PCI Express interface. The HBA can use up to four PCI-E lanes to allow Fibre Channel drives 1Gbps or 2Gbps bandwidth for burst file transfers. QLogic claims that the QLE2360 can perform 42% (full-duplex) to 53% (half-duplex) more IOPS than its competitors.

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■ **Seagate** and **NetCell** demonstrated the new eSATA interface, which incorporates better shielding into combination power/data cable bundles, with a two-drive, 1.5Gbps external SATA RAID. Seagate says that the eSATA spec can scale to 3Gbps, has a transfer rate of 150MBps, and offers high portability.

DATA COMMUNICATIONS

■ The new NetVanta 1524ST Layer 2 Gigabit Ethernet switch from **ADTRAN** provides 24 10/100/1000 Ethernet ports and four combination SFP/1000 Base-T Gigabit Ethernet ports that let you interconnect LAN switches over fiber or copper cables. LLDP allows the 1524ST to automatically discover nearby Ethernet devices. The 1524ST uses a command line interface for configuration, but optional nCommand software lets you manage firmware and other configuration aspects from one central location. The 1524ST sells for $1,395.

ADTRAN also introduced two new switch routers and two new switches that provide PoE support. PoE eliminates the need for companies to run additional power cables to network equipment capable of drawing PoE lines (15.4W per port). The NetVanta 1224R PoE ($2,195) switch-router includes a modular WAN interface and a 24-port router that takes up 1U of space. The 1224STR PoE ($2,295) includes integrated Gigabit Ethernet ports. The NetVanta 1224 PoE ($1,795) and 1224ST PoE ($1,895) provide PoE in a simple 24-port switch. All four models use ADTRAN's own OS, which lets you configure the device using the command line interface or a Web-based wizard interface.

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■ **Firetide** announced the HotPort high-performance mesh network, which includes a hardware platform, mesh management software, and advanced networking features. HotPort supports multiple, simultaneous applications and services and is designed for high-bandwidth/low-latency applications. The mesh network is self-configuring, self-healing, and scalable. It delivers performance up to 25Mbps and can cover large geographical areas. Included is the HotPort 3000 series indoor and outdoor mesh nodes, HotView mesh management software, and networking features such as VLAN traffic segmentation, traffic prioritization, network gateway interconnects, and remote management. The HotPort 3000 series hardware is available in the 3100 series indoor mesh node and 3200 series outdoor mesh node models.

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■ **SMC** unveiled TigerStack IV (SMC6224M), a stackable managed switch with 24 10/100 Ethernet ports, two CAT5 ports for stacking, and two Gigabit/SFP ports. One of the two CAT5 ports can double as a Gigabit/SFP port for added bandwidth. Each switch can operate in conjunction with up to seven other switches. Features include support for Access Control Lists, RADIUS, and SSL support. The SMC6442M sells for $399.99 and includes SMC's EliteView management software.

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■ **Tacit** released more features for its WAFS (wide area file services) that lets customers deploy services to branch offices. With this appliance, businesses can run IT tasks from a single location. Tacit offers the upgrades to current appliances via Linux 2.4 and Windows 2.0 upgrades. The upgrades offer Web caching and DNS/DHCP services, print server functionality, and acceleration of Microsoft Exchange. The device also offers new upgrade and maintenance via remote management.

PROCESSORS, MEMORY & CHIPSETS

■ **SimpleTech's** new 512MB, 1GB, and 2GB registered DDR1 and DDR2 memory modules are only 0.72 inches high, making them perfect for low-profile servers and blade servers. The registered memory modules offer transfer rates as fast as 4.2GBps. SimpleTech also announced new standard 4GB DDR1 and DDR2 memory modules.

SECURITY

■ **Active Reasoning** announced that its IT Compliance Solutions now include monitoring templates that list important control points for common applications and several OSes including Oracle, Solaris, SQL Server, and Windows 2000. The IT compliance firm now offers Active Directory and Registry Keys, both of which are automated change detection features. The Active Directory feature detects changes such as additions, deletions, and permission changes within a directory. The Registry Keys feature detects any changes to Windows Registry keys. The IT firm's service packages start at $75,000.

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Sun Offers Solaris 10 As Free Download

New Production Version Features Improvements To Performance, Security

by Daniel P. Dern

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SUN MICROSYSTEMS recently announced that the production version of its Solaris 10 operating system is available as a free download for users. (Distributors, integrators, and others who want to install Solaris 10 on systems and sell them will need to contact Sun.) The complete download is about 5GB.

There is no charge for the download of the Solaris RTU (Right To Use), and Sun will make platform-specific updates and security fixes freely available. Sun is offering different subscription services for varying levels of support, starting at $120 per year.

According to Chris Ratcliffe, director of marketing for the Operating Platforms Group at Sun, Solaris 10 runs on more than 340 32-bit and 64-bit hardware platforms, including all SPARC architectures (from Sun, as well as Sun partners such as Fujitsu) and x86 platforms (Wintel, as well as AMD CPUs and non-Windows OSes such as Linux) from companies such as Dell, HP, and IBM. Solaris 10 will run on "anything from a single-CPU laptop or desktop to a 128-way SPARC system," Ratcliffe says.

"This is an extremely mature, fully production-ready piece of code," states Richard Fichera, vice president at Forrester Research. "The 'free availability with paid support' approach appeals to people who will kick the tires and will let Sun regain some of the academic franchise from years ago. My advice to our Solaris customers who are thinking of migrating to Linux is to look again at Solaris."

According to Ratcliffe, more than 600,000 copies of the production version were registered within two weeks of the announcement. For comparison, he says, "We've had development versions of Solaris 10, called Solaris Express since November 2003. Between then and December 2004, Solaris Express had about 750,000 installs."

Predictive self-healing determines when hardware is starting to fail and moves applications to other hardware.

For the roughly 12,000 Solaris applications in the market, says Ratcliffe, "Sun provides a guarantee that any existing Solaris application that runs on previous versions of Solaris, all the way back to version 2.6, will continue to run unmodified on Solaris 10."

Solaris 10 includes LXRun, which lets Linux users run Linux binaries. Also, says Ratcliffe, "We are working on a Linux application environment, scheduled for later this year, that will let Solaris 10 users run Linux apps natively, side-by-side with Solaris applications. For Windows users, we're including a WINE emulator."

Ratcliffe notes that Solaris 10 features improved performance, particularly for one-, two-, and four-way systems. "Some customers have tripled their performance over-night just by . . . upgrading from Solaris 8 to 10," he says. Security is also improved with Solaris Secure Execution, where binaries have digital signatures that can be checked on bootup.

Other new features include performance enhancers such as Sun's Global Zone and Containers virtualizing feature and predictive self-healing, which determines when hardware, such as a CPU, memory, or I/O, is starting to fail and moves applications to other hardware.

SNAPSHOT

Solaris 10

Free download; support subscriptions starting at $120 per year

Production version of Solaris 10 for x86, SPARC, and other platforms includes performance improvements, digital signature security, virtualization-like "containers," and availability enhancements

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PRODUCT RELEASES

Continued from Page 13

■ **CA International** announced the eTrust Security Management Architecture, which uses standards-based authentication, authorization, and auditing for business transactions across multiple environments and applications. The first two products to feature the architecture are the eTrust CA-ACF2 and eTrust CA-Top Secret, which feature Multilevel Security and the LDAP Directory Service.

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■ **Pedestal** released a vulnerability audit program that checks systems for seven security categories including Antivirus Status, Industry Known Vulnerabilities, Personal Firewall Status, Security Patches, System Security Configuration Settings, Unauthorized Hardware, and Unauthorized Software. The software's Smart Reporting feature can store its built-in reports (including summary and detail reports) in Microsoft SQL Server, in Oracle databases (thanks to ODBC), or in an embedded database. The configurable software supports Linux, Unix, and Windows. Pedestal offers AuditExpress for $29.50 per audited system and has volume and subscription pricing.

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■ **StillSecure** announced StillSecure Safe Access v3.0. The latest version of Safe Access offers users three options for testing endpoint devices. For testing foreign endpoints when an installed agent is impractical, there is the ActiveX plug-in. StillSecure offers its own StillSecure Agent for internal legacy drives. There is also the Safe Access agentless option for Win2000 and WinXP Pro. StillSecure Safe Access includes support for static IP addresses, multiple browser support, and 802.1Q VLAN trunking support.

SOFTWARE

■ **Corel** introduced the Corel DESIGNER Technical Suite 12 for professional and technical graphics. The software helps users quickly and efficiently create documentation, manuals, and references and consists of Corel DESIGNER 12 for technical illustration; Corel PHOTO-PAINT 12 for editing images; CorelTRACE 12 for converting files into vector graphics; and Corel CAPTURE 12 for taking screen captures. The DTS 12 supports more than 75 file formats, such as AutoCAD 2004, Scalable Vector Graphics, Adobe Illustrator, CorelDRAW, and TIFF. You can download a trial version, purchase the full version for $699, or upgrade for $299.

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■ **ElcomSoft** is targeting its new data recovery tool at users who are seeking to decrypt files on Win2000/2003/XP NTFS partitions, such as administrators who need to access files for which employees no longer have the password. The software decrypts Microsoft's EFS (Encrypting File System) format. ElcomSoft's AEFSDR 3.0 (Advanced EFS Data Recovery) can decrypt these files even if the private or master keys are damaged or if the system won't let users log in. The software boasts faster decryption speeds, support for foreign language Windows versions, and has a decryption wizard. Elcomsoft offers a free trial version. AEFSDR is available for $199 (corporate use) and $99 (noncorporate use).

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■ **EMC** released the Centera Seek and Centera Chargeback Reporter, which lets users search, find, and use active enterprise archives for reporting and billing. Centera Seek uses metadata and customized searches to help customers quickly search through volumes of data. Centera Chargeback Reporter delivers detailed archive data reports to help generate chargebacks. EMC also announced that it has changed the Centera Compliance Edition CAS technology to the Centera Governance Edition for regulated businesses and industries.

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■ **Fujitsu** introduced the latest version of its Interstage Business Process Manager, which handles business processes modeling, automation, integration, management, and optimization. Version 7 includes a newly consolidated management console, an improved Business Activity Monitoring dashboard, preloaded process templates and functions, as well as support for newer standards such as WebDAV and Wf-XML 2.0. Fujitsu is offering the IBPM in three editions: Enterprise, Advanced, and Entry. A trial version is available.

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■ **Help Desk Technology** released an upgrade to its HelpSTAR help desk software supporting rules-based dispatch of service requests and other automated workflow capabilities to expedite problem resolution and ensure compliance with service-level agreements. The new version also has a dashboard to allow observation of help desk performance, adds support for multiple help desk email addresses, has a new Web interface, and improved Web authentication for end users.

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■ **IBM** and **AT&T** are offering IBM Workplace Services Express with AT&T Managed Internet Service, a packaged team collaboration service designed to help SMBs buy and deploy collaboration software with integrated Internet access capabilities. The application provides team rooms, IM, document management, and an integrated portal allowing users to share, organize, and integrate information with employees, contractors, and partners.

IBM also announced version 10 of its IDS (Informix Dynamic Server) database. IDS v10 uses a Java-based installation method and is reported to reduce installation time by up to 50%. The new DBA mode permits only the DBA user full access to the engine. For security, IDS v10 has extended PAM support and Column-Level Encryption. The database includes Linux 2.6 kernel support, is available for IDS Workgroup for under $1,000, and is planned for a Q2 release.

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Spot Threats Early With SNS 4.0

Symantec's Protocol Anomaly Detection Makes Signature Files Unnecessary

by Joe Lazzaro

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IF YOU RUN A NETWORK or data center, you face numerous internal and external threats to your data and infrastructure. And you know that a successful cyberattack can potentially devastate the company.

In order to help admins monitor incoming and internal network traffic for security risks, Symantec has released Network Security 4.0 (formerly known as Symantec ManHunt), the latest version of the company's network intrusion detection software for midsized and large enterprises.

According to Symantec, SNS 4.0 offers multigigabit intrusion detection when combined with Symantec Network Security 7100 Series security appliances. Based on Symantec's IMUNE (Intrusion Mitigation Unified Network Engine), SNS 4.0 guards against a variety of threats: stealth scans, DoS attacks, spyware, and worms, as well as blended threats such as Blaster and Slammer.

The spyware detection capability included in the package lets administrators uncover incoming spyware infections while they are underway. SNS can also sound an alert when a spyware-infected workstation attempts to communicate with its master over the Internet. The software can be configured to send email or text messages to authorized personnel when an attack is detected. It can also execute predefined system policies should danger strike.

SNS can also detect threats using protocol anomaly detection to statistically assess whether network activity is "normal use" or not. If abnormal network behavior is detected, the SNS 4.0 system will deal with it according to the configured policies. The use of protocol anomaly detection allows the system to spot anomalies earlier than signature-based intrusion detection systems, which require signature files to be updated to accommodate new threats.

The package also includes a built-in analysis engine to reduce the level of effort on the part of security staff to recognize potential threats. The analysis engine boils down critical information, saving IT staff from poring over endless uncorrelated event logs.

Symantec Network Security is operated by a Java-based control console. The console can run under Win2000, WinXP, or Red Hat Enterprise Linux 3.0. In addition to being able to control the SNS software itself, the control console can manage Symantec Network Security 7100 Series intrusion prevention appliances, as well as iForce IDS appliances.

Pricing for SNS 4.0 starts at $8,095 for a 100Mbps license, plus $1,457 for one year of Gold customer support. Licenses are available for bandwidths up to 2Gbps.

SNAPSHOT

Symantec Network Security 4.0

$8,095 (100Mbps license)

Spots emerging threats using protocol anomaly detection, avoiding the potential vulnerabilities of traditional signature-based detection systems

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PRODUCT RELEASES

Continued from Page 14

In addition, IBM announced three additions for IBM Workplace Solutions centered around SMB options for IBM Workplace Healthcare Clinicians and IBM Workplace Retail Store Operations. The SMB options provide System Integrators with industry-specific "blueprints" for constructing environments. IBM Workplace Solutions Catalog is now online, letting customers access tools, technologies, resources, templates, and portlets.

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■ **Microsoft** has released CTP for Microsoft SQL Server 2005, as well as new reporting tools for SQL Server 2000. CTP includes new features, including Report Builder, 64-bit support, and changes to Management Studio. Microsoft has also introduced SQL Server 2000 Reporting Services SP2 and Report Packs for Microsoft Business Solutions—Great Plains 8.0 and IIS log files. The major feature of CTP is Report Builder, which Microsoft bought from ActiveViews last year. With Report Builder, users can build custom reports for the type of data required. CTP is available for all MSDN subscribers and all SQL Server 2005 beta testers.

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■ **NEDS** has announced Site-Safe data backup and recovery, which is ideal for SMBs that don't need large, corporate-level protection. Because Site-Safe is designed for smaller businesses, it costs less than many other backup applications. Once an administrator installs NEDS' backup agent on a system, Site-Safe can perform backups over the Internet, regardless of whether the system is a server, workstation, or notebook. All data is encrypted for safer transfer and storage. NEDS even offers 24/7 monitoring and notifications.

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■ **Netopia** has released Timbuktu Pro 8.0 for Windows and Mac OS. This software provides security features and tools for network administrators. The latest version adds data-stream encryption and compression through a built-in SSH client. Windows systems with Timbuktu Pro 8.0 benefit from new, on-the-fly screen-sharing options, remote screen-blanking for privacy, and centralized event logging. Mac systems gain System Authenticated Users through integration with Apple's Rendezvous networking protocol and Push Installer for remote deployment. Administrators can manage Timbuktu Pro 8.0 systems over LAN, WAN, Internet, and direct dial.

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■ **NewSoft** has announced Presto! WMS, wireless broadcast software that takes advantage of Wi-Fi 802.11a/b/g. With Presto! WMS, users can broadcast a variety of file types, including screenshots, MPEG 1, and MPEG 2 from several types of devices, such as Wi-Fi-enabled computers and VGA/XVGA projectors with a Wi-Fi adapter. With Presto! WMS, 802.11a/g systems can display an average of more than 15fps of video. This facilitates real-time, wireless sharing for PowerPoint presentations, oversized video, and more. The software also supports burning presentations to DVD media.

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■ **Sunbelt Software**, a provider of Windows security options, announced an upgrade for its anti-spyware solution, Counter-Spy Enterprise. One feature that has been added to this new version is integrated Microsoft SQL Server support. Previously, CounterSpy Enterprise used Microsoft Access as the default data storage program. Another feature of the upgrade is the enhanced interface for intuitive deployment. This upgrade includes a new wizard that automatically deploys agents to a remote system. The new version also allows agents to be deployed through Active Directory Group Policy to easily create transforms.

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■ **TEKLYNX** released a minor update to its LABELVIEW label design and printing software (7.05) that includes enhanced support for Sunrise UCC bar code formats, including EAN/UCC-13, EAN/UCC-14, EAN/UCC-8, UCC-12, RSS-14, and RSS-14 Composites. 7.05 also includes support for several new thermal printers. LABELVIEW now supports more than 1,000 thermal and thermal transfer printers in addition to Windows-compatible printers. A new version of PocketLABELVIEW (1.05) was also released. The new version includes support for Pocket PC 2003 devices and new features for bar code scanning devices. Both upgrades are free to registered users of LABELVIEW 7.0 and PocketLABELVIEW 1.0 at www.teklynx.com/products/labels/labelview_downloads.html.

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■ **TheDevShop** released dbQwikSite Personal Edition. Personal Edition is a free, scaled-down version of dbQwikSite Pro, a Web database application builder. This page designer program lets you control many aspects of your Web page appearance, including color, headers, footers, layout, and more. The software is designed to make Web page development easy, and you don't need to know a Web programming language or database programming language to use it.

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■ **Unisys**, a provider of IT services, announced the availability of the Unisys JBoss Administration Console. This console is designed to automate JBoss-based server management, thereby eliminating XML code entry. The Administration Console uses Java Management Extensions to communicate with other servers on the same host. It also provides management of the server life-cycle, displays log files to the administrator, and configures various services in the applications server, including setting ports used by the server, managing the Java Messaging System destinations, and defining data sources.

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Go to Page 16, Column 1

Keep Tabs On Your Network

Tripwire Enterprise 5.0 Monitors Changes On Servers, Network Devices

by Daniel P. Dern

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TRIPWIRE ENTERPRISE 5.0 is a new software product for monitoring servers and network devices, such as routers and firewalls. It acts as a change-auditing solution that provides independent proof of change- and configuration-management processes.

Unlike antivirus tools, which typically look for anomalies and signatures, Tripwire's products look for changes made manually or automatically, relative to baseline files. Tripwire's software is used to watch infrastructure software, such as the OS, DBMS, indexes, and stored procedures, but not necessarily databases or data proper, though it can also do that.

According to Rob Warmack, senior director of product strategy at Tripwire, Enterprise 5.0 is an extension of Tripwire for Network Devices 3.1 and Tripwire for Servers 4.5. "Enterprise 5.0 can be used to monitor servers, desktops, and network devices, includes reporting and 'dashboard' capabilities, and is scalable."

One major use for Tripwire Enterprise 5.0, says Warmack, is change detection. "We watch the production environment for changes [and] verify they happen, and when something unexpected . . . happens, we detect that and report on it."

Also, he adds, "Host IDS continues to be a strong use for Tripwire. If you've got a known and trusted state of your server and things change, you can confirm and remediate."

Changes in the IT infrastructure can happen daily, Warmack points out, and compliance regulations such as Sarbanes-Oxley or best practices "require you to validate that all changes are authorized, and when unauthorized ones occur, that you fix them."

Most important, says Warmack, "is the reporting. . . . To improve change management processes, you've got to be able to report, to prove you've got it." Enterprise 5.0 includes templates to help companies track and audit changes and demonstrate that they have these change controls in place.

InStoreCard, a customer-loyalty marketing-solutions company, has been using Tripwire Enterprise 5.0 in its production environment. Barak Engel, CSO at InStoreCard, says, "I believe this product is one of the foundations of a true security plan and haven't found any real commercial alternatives for what TripWire does. We're more interested in its forensic aspects than the change control aspects. We use it to do analysis in case anything has gone wrong." P

SNAPSHOT

Tripwire Enterprise 5.0

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Provides independent proof of change- and configuration-management processes, for use with servers, desktops, and network devices

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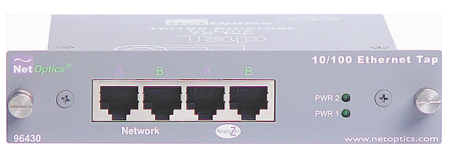

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PRODUCT RELEASES

Continued from Page 15

■ **Voice Automation** announced the beta release of Voice Automation for Microsoft Exchange, which grants remote workers hands-free access to key Exchange features by phone. The application lets workers listen to and reply to email, obtain contact information, and manage calendar options.

STORAGE

■ **Appro** announced its new XtremeBlade solution with an Intel Xeon processor, which will be available in the later part of the second quarter of this year. The XtremeBlade combines 64-bit Intel Xeon processors, InfiniBand, and PCI Express technologies. It offers hot-swappable blades, redundant power supplies and cooling fans, and tight integration of key components, including network switches and centralized management. The XtremeBlade features six subracks housing up to 12 blade servers in each subrack. An XtremeBlade Cluster can support as many as 72 blade servers in a single rack cabinet. The XtremeBlade solution has many configuration options including the Appro DAS/NAS/SAN-based storage solutions. It is compatible with either Windows or Linux operating systems.

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■ **Iomega** added a new 2GB model to its line of USB 2.0 drives. The Iomega Mini 2GB USB 2.0 drive comes with Security Lock software to protect sensitive data. It also features the Iomega Active Disk technology, which lets you launch and run programs from the drive without having to install the program to the host PC. The drive weighs only 0.8 ounces and does not require any cables, power adapters, or batteries. It has a clear viewing window on the side of the drive that lets you label and personalize its contents. The Active Disk software leaves no trace on the host PC, and the user's work is stored automatically on the Mini USB 2.0 drive. The entire Mini USB 2.0 line is plug-and-play compatible with Windows Me/2000/XP, Linux 2.4.1, and Mac OS 9.0 and above. They are also backward compatible with USB 1.1.

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■ Flexible storage option providers **LSI Logic** and **nStor** have teamed up to release new storage options that can support SAS and SATA disk drives with the same storage system. Users have the choice to populate their system with any combination of SATA or SAS drives because the SAS physical layer is compatible with Serial ATA. The demonstration, which debuted at the IDF conference, featured the nStor SAS storage system connected to an LSI Logic LSISAS3800X PCI-X to eight-port SAS host bus adapter in a cascaded topology.

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■ **ONStor** and **Nexsan** issued a joint announcement for their Bobcat NAS Gateway, a one-touch NAS appliance. Perfect for Windows file server consolidation, the Bobcat NAS Gateway boasts the performance equivalent of dozens of Windows servers in one 1U high product. The device's virtualization technologies and integrated process let performance and capacity expand in a nondisruptive environment. As a result, ONStor and Nexsan claim enterprise-wide Windows, Unix, and Linux PCs and servers can share data in a single scalable arena. The Bobcat NAS Gateway also features a virtual server for load balancing and performance scaling. The NAS gateway will be available for less than $30,000.

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■ **Procom Technology** introduced a Network Equipment Building Systems Level 3-compliant version of its high-end NetFORCE 4000 family of NAS filers. The NetFORCE 4000N series is designed for integration into telecommunications environments that require reliable delivery of voice, data, and video services. The system is also constructed to withstand extreme conditions as 15,000 volts of electrical discharge, 144 degrees Fahrenheit temperature fluctuation, and earthquakes up to 8.3 on the Richter scale.

TELEPHONY & VoIP

■ **ScanSoft** says that, along with its partners, it's now offering a range of products and services to help bring VoIP into the call center. ScanSoft's specific contribution is its OpenSpeech Recognizer 3.0, RealSpeak text-to-speech, and SpeechSecure speaker verification software. The company says that these applications are optimized for accuracy and reliability in VoIP based on codecs such as G711, G723, and G729.

Power Defense For Sensitive Equipment

MGE Introduces Eclipse-T Surge-Suppression Product Lineup

by Joseph Pasquini

• • •

AS EVERY DATA CENTER manager will attest, the need for uninterruptible power permeates any operation. Without a consistent source of power, servers and telecommunications equipment cease functioning and productivity halts. Yet, while the quality of the power ultimately delivered is just as important, it is sometimes overlooked. Electrical disturbances such as transients and surges can result in lost data and damaged hardware. To help users mitigate this risk, MGE is offering its TVSS (transient voltage surge suppression) Eclipse-T product lineup as part of a complete power protection solution for businesses with sensitive equipment.

"With the ever-increasing use of highly sensitive electronic devices and tightly integrated installations, we have observed an expanded need for this type of equipment used in conjunction with our UPS systems to fully protect critical applications from the widest range of electrical disturbances," explains Mike Chmura, MGE's vice president of sales and marketing.

The new Eclipse-T series is composed of six compact models with single-phase and three-phase offerings. Peak capacities range from 100kA to 500kA. Configurations include a high capacity service entrance and a branch panel design, as well as an integrated branch panel.

All of the Eclipse-T TVSS suppressors feature an audible alarm, auto-diagnostics, LED indicators, and dry contacts to notify users of system status. They also feature individually fused MOVs (metal-oxide varistors) for optimized protection. Most models also include a convenient surge counter (excluding the E-T100W) and a LightningTemp fuse (except BP models) for added reliability and to prevent thermal runaway if MOVs are damaged. Custom circuitry on models below 250kA suppresses transients closer to the sine wave for enhanced equipment protection. Specified models are available in NEMA3R enclosures suitable for outdoor or ruggedized installations.

SNAPSHOT

Eclipse-T Surge Protection Products

From $814 to $5,060

Six different models of commercial TVSS devices from MGE designed to complement its lineup of UPS systems

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According to Zailyn Blackburn, channel marketing manager for MGE, many types of customers can benefit from using TVSS suppressors: small to midsized enterprises, SOHOs, facilities that are prone to internal surges and transients caused by heavy inductive load switching, communication sites, offices with equipment that can suffer performance degradation due to surge currents and transient voltages generated by nearby equipment, and businesses in areas with a high incidence of transient voltage surges, especially areas with electrical storms and disturbances.

The Eclipse-T family currently faces competition from United Power, Liebert, and Current Technology. However, MGE feels that the feature set of the Eclipse-T product lineup puts it ahead of its competitors.

The complete Eclipse-T product line is available now with list prices starting at $814 to $5,060. All models include a 10-year limited warranty and meet or exceed international standards for safety and performance.

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Fiber Distribution Systems
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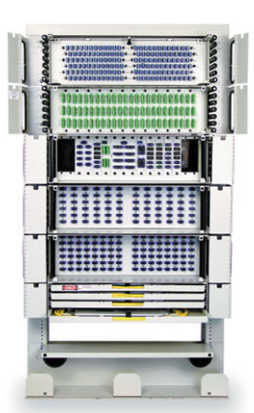

APA Cables & Networks' (APACN) F23 Fiber Distribution System (FDS) is engineered for broadband and enterprise connectivity applications. The FDS consists of termination and splice panels, frames and accessories. The FDS is designed to reduce risk of post installation damage, lower maintenance cost and enhance system life. The F23 144 port fiber panel offers the highest port density in the smallest footprint available.

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Cable Operators Are Ready To Cash In On VoIP

EACH WEEK, MarketWatch gives you a quick look at what's happening in a particular product market so you can make better decisions for your company. We interview industry analysts, product manufacturers, and other experts and combine their comments with the latest statistics and market outlooks for a well-rounded perspective. This week's focus is on telephony and VoIP.

by Sixto Ortiz Jr.

• • •

THE RACE TO CONVERGENCE is on as the VoIP marketplace begins to pick up steam. The promise of cheaper telephone service delivered right over your broadband connection is simply too compelling for businesses large and small. So, it should come as no surprise that everyone from startups to traditional telcos and even cable operators are jumping on the VoIP bandwagon.

Cable Operators Join The Fray

A major trend that industry watchers predict for 2005 and beyond is the introduction of VoIP services by cable operators. The reasoning is simple: Cable operators want to deliver voice services to customers who are already using the cable infrastructure for video and Internet access. The goal is to deliver all the multimedia services customers could ever want through a single pipeline.

This trend should concern traditional telephone companies. After all, VoIP eliminates the need for a dedicated, proprietary network for delivery of voice services. This unique voice-services pipeline gave the telcos an advantage that is quickly vanishing as customers discover they no longer need the telephone network to use telephony services.

The statistics demonstrate this trend: According to data collected by Infonetics, a market research and consulting firm specializing in data networking and telecommunications, the number of VoIP cable subscribers in North America increased from 50,000 in 2003 to almost 500,000 in 2004.

While that number is still rather low, the 900% increase is impressive. Infonetics' research also reveals cable operators almost doubled their expenditures on VoIP equipment (from $63 million to $123 million). Overall, Infonetics expects the increase in cable VoIP subscribers to continue as cable operators rush to cash in on VoIP.

Market research firm IDC predicts a tough battle between cable operators and local exchange carriers for the consumer voice market. Cable operators want a piece of the action, but traditional telephone companies are not going to cede any ground without a fight. Still, IDC predicts that by 2008, almost 20 million customers will subscribe to voice services provided by cable operators.

Enterprises Focus On Applications

According to research conducted by the Radicati Group, corporations are implementing IP telephony to take advantage of declining IP telephony equipment costs, upgrade older telephony equipment, and implement converged voice and data applications.

The Radicati Group's research indicates converged voice and data applications are a key driver for corporations. Examples of these include contact center, unified messaging, and collaboration applications that complement IP telephony and add value by improving communication effectiveness and productivity. As a further example, Radicati Group analyst Teney K. Takahashi points to new collaboration applications that combine email, instant messaging, and voice communications into a single application and interface.

A Tale Of Two Mergers

Two recent acquisitions took place in the telephony marketplace during recent months: SBC's purchase of AT&T and MCI's expected purchase of Verizon.

If nothing else, the acquisition of AT&T by SBC is ironic, considering that SBC was one of the initial Baby Bells spun off from the Ma Bell breakup that forever changed the industry. According to market research firm Nemertes, the merger will realize its benefits if SBC management allows AT&T to continue to push forward with its successful IP and e-services ventures.

As an example, Nemertes analyst Robin Gareiss points to AT&T's successful launch of its CallVantage VoIP service. Success, adds Gareiss, hinges on SBC management's willingness—or lack thereof—to allow AT&T management to have a hand in charting the strategic course of the new company.

According to a recent Yankee Group research note, MCI's rejection of Qwest's acquisition bid leaves the jilted suitor scrambling to find an acquisition partner from a rapidly thinning field. On the other hand, if Verizon's deal goes through, adds Yankee Group analyst Bryan Van Dussen, Verizon will be able to capitalize on MCI's expertise in VoIP for business via MCI's Advantage service, targeted at midsized businesses. Verizon also would gain access to MCI's vast data network access and its impressive portfolio of large clients, which includes the U.S. government.

On March 2, Verizon granted MCI permission to talk to Qwest again and review the details of a revised Qwest offer that promises a quicker cash payout and protection against a drop in Qwest's stock price. While Verizon is confident MCI will ultimately honor the merger agreement, this is a glimmer of hope for both Qwest and MCI shareholders who think Qwest's offer is better than MCI's. This one should be interesting as it plays out.

Is a broken Ma Bell reforming itself into a new giant? Or, is this consolidation trend an inevitable trend in a marketplace badly battered by over-investment and declining margins? It will be interesting to see how far government trust-busters allow this consolidation trend to go in the coming years.

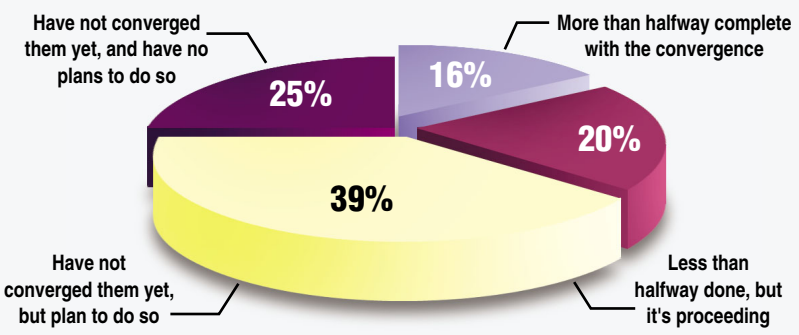
Fasten Your Seat Belts

Today's businesses want to unify all modes of communication so that messages in all their forms (voice, data, and video) not only travel through a single pipeline but are also conveyed to users via unified interfaces. VoIP's continuing market momentum is testimony to this fact: According to the Radicati Group's research, more than 44% of worldwide telephony lines will be VoIP by 2008. Strap on your seat belts, because the race to convergence is now in high gear.

The VoIP Marketplace

Convergence Status Of Voice & Data Networks

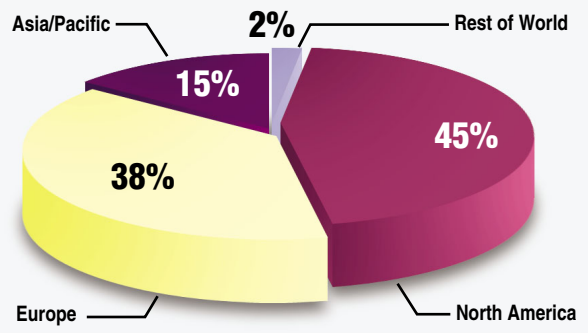
According to data from Osterman Research, 75% of surveyed businesses plan to implement convergence solutions for voice and data networks.



SOURCE: OSTERMAN RESEARCH

Worldwide Corporate IP Telephony Installed Base

According to research by the Radicati Group, 45% of the corporate IP telephony installed base is, not surprisingly, in North America. But by 2008, the Radicati Group predicts, Europe will have 41% of the IP telephony installed base while North America's share will decrease to 41%.



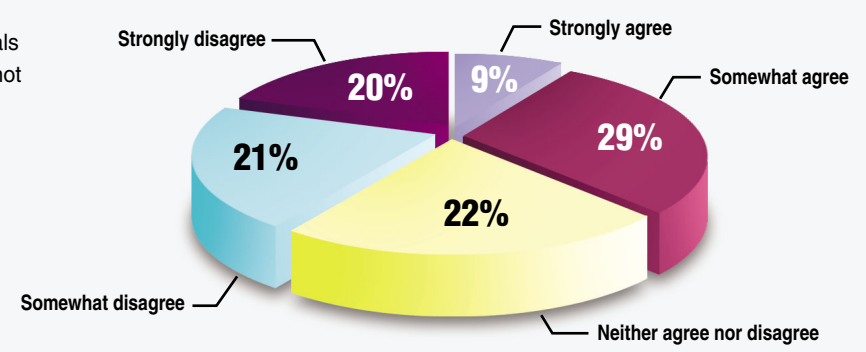
SOURCE: THE RADICATI GROUP

Perceptions Of VoIP

Although VoIP applications add value to the overall package, Yankee Group research reveals most business users are still not convinced VoIP is better than traditional telephony.

Note: Numbers do not equal 100% due to rounding.

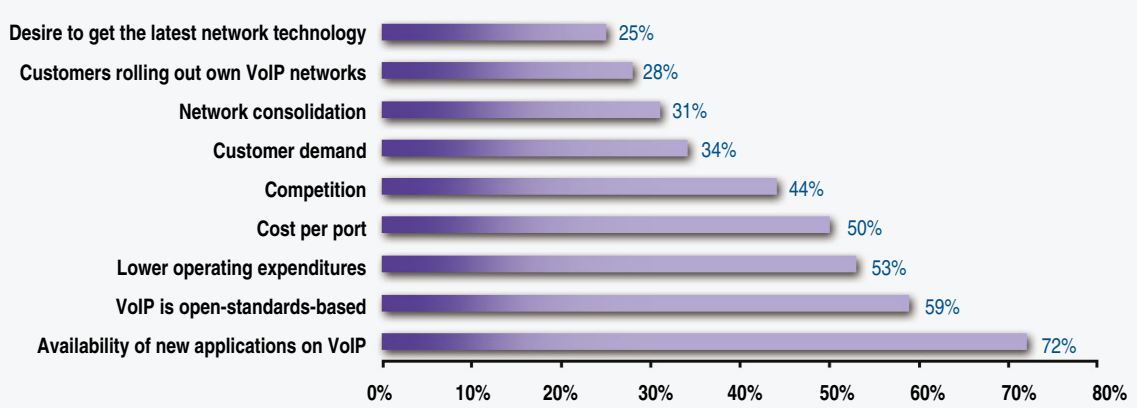
Question: How strongly do you agree that IP telephony is no better than traditional telephone systems?



SOURCE: THE YANKEE GROUP, 2004

Why Are Customers Choosing VoIP Over PBX?

In a recent survey, market research firm Infonetics found businesses are choosing VoIP over traditional PBX telephony solutions primarily because of the applications available for VoIP. Another notable reason is that VoIP is based on open standards. Equipment and/or deployment costs, Infonetics found, was not a factor.



SOURCE: INFONETICS RESEARCH

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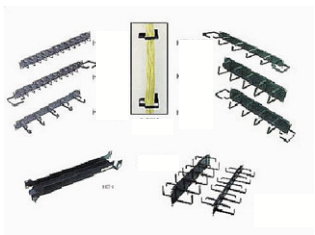

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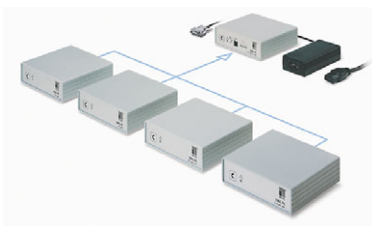
Rack Monitor System
Virtual Booth 3871 • Virtual Product 1706



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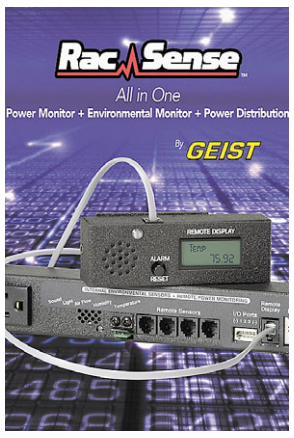

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OPINIONS
DATA • DEVELOPMENTS

To VB Or Not VB: That Is The Question

With apologies to the other William, this is the question many Visual Basic 6.0 developers are asking as they migrate to .NET. Should they transition to Visual Basic .NET or retool and switch to C#? It's clear that those of us that like, nay love, Visual Basic are troubled as we see more desertions from our ranks.

Those loyal to Visual Basic are assailed by many who would have them switch to some other language like (dare I say it) C#. There are many who whisper gently but persistently in their ears that Visual Basic is dead; for sissies, beginners, and hobbyists; not for "real" programs. Some even say, "Microsoft doesn't use it for its programs, why should we?" Some of these whispers come from people everyone should trust—people on podiums who know better and people acting as trusted consultants. So these Visual Basic developers—even those that have already transitioned from Visual Basic 6.0 to Visual Basic .NET—are confused.

The Rumors Of Visual Basic's Death Are Premature

I don't think C# is evil. I do think, however, that it's the wrong choice for Visual Basic developers transitioning to .NET. We need to keep in mind that Visual Basic is the most widely used programming language on the planet with 4 million to 9 million followers, depending on how they are counted. If you as a consultant, pundit, or writer offend or insult the intelligence of these people, you aren't doing yourself or your business any favors. The Visual Basic bashers that would have you believe that you can't create "real" applications with Visual Basic are just misinformed or have another agenda.

No, Microsoft does not use Visual Basic for the bulk of its work on systems software; it uses C++ and C. Why not Visual Basic? Perhaps it's because those developers (many with a decade or more of experience) have to work with millions upon millions of lines of code written in C and C++. Some found it easier to transition to C# and Managed C++.

Why are so many examples written in C# and not Visual Basic .NET? For the same reason: Those developers writing the code, white papers, and presentations are C or C# developers. That's what they know how to do. They either don't know Visual Basic well enough to write a good example, or they were not given enough time to do both. And Bill (the other one) didn't make them. But that's the best reason of all to choose one CLR language over another—your own personal skills. In the end, they both compile down to the same IL—and wait at the same speed.

Visual Basic: A "Second-Class" Citizen?

We've also heard that when developers are asked in a group of their peers if they use Visual Basic, some are hesitant to admit it, but when asked individually, they freely admit to having Visual Basic as one of their skills. It is almost like Visual Basic experience is one of those "don't ask, don't tell" issues. That's ridiculous. Just because a language is easier to use or less disciplined does not mean it's not more than suitable for a serious job.

WILLIAM (BILL) VAUGHN

William (Bill) Vaughn is an industry-recognized author, mentor, and subject-matter expert with more than 30 years in the computing industry as a developer, manager, trainer, marketer, and writer. After 14 years at Microsoft, Vaughn stepped away to work on his new books, in addition to mentoring and leading training seminars. He's written six editions of the "Hitchhiker's Guide to Visual Basic and SQL Server" and two editions of "ADO.NET and ADO Examples and Best Practices for Visual Basic Programmers." He and Peter Blackburn just finished "Hitchhiker's Guide to SQL Server 2000 Reporting Services."

^ BIO NOTES

Yes, less disciplined developers writing less structured code is an issue for a serious job, regardless of the language. While Visual Basic 6.0 has severe limitations in some areas, Visual Basic .NET does not. It can be just as structured and OO as C#. Yes, there are some things that it can't do when compared to C#, things that only 2% of the developer community would ever miss.

Visual Basic 6.0 developers will find no features that Visual Basic .NET does not support but C# does. Sure, using drag and drop can be a productive way to write code—the same drag-and-drop features are in C#. (Actually, these are features of Visual Studio that work equally well with C# and Visual Basic .NET.) That said, we know that many developers (myself included) are hesitant to use drag and drop and the wizards to generate much code. We simply want the flexibility to do our own thing. Visual Basic .NET gives you that flexibility—just like C#.

Should You Transition To .NET?

Another issue we've discussed is whether to transition at all. Is this trip really necessary? Sure, if it's not broken, don't fix it. But as the world gets more dangerous, it becomes more and more of a burden to protect ourselves and our customer's information from those who would despoil it. Our systems have been descended upon by a plethora of pirates, plunderers, panderers, privateers, and those who would steal our very identities. We need better tools to protect ourselves. A well-written .NET application written in Visual Basic .NET (or C#) can be that shield. It's tough to fight the bad guys with muskets when the people coming over the wall are using laser-sighted M16s.

If you want to follow along or participate in this discussion, be sure to check out my new blog at www.betav.com/blog/billva.

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OPINIONS
INFRASTRUCTURE

CRM Spring Training

Ah, spring training is here again already. A chance for the players to head back to the ballpark and work off those few extra pounds they picked up over the holidays! Well, the more I work with Microsoft CRM, the more convinced I become that it could stand some spring training of its own.

In my previous column ("Microsoft CRM," Feb. 18), I discussed some of the behind-the-scenes mechanics of Microsoft CRM and how all that data-juggling translated into performance problems as we began implementing the product in our own environment. In a nutshell, it all comes down to the processor and the network. But rather than just point fingers and head back to the bullpen, I want to delve a little deeper into these areas and highlight some details and solutions.

Randy Johnson

In baseball, more pitches by the Big Unit = more wins. With Microsoft CRM, I have to substitute the words "central processing" for "big" and I get roughly the same equation: more CPU = better performance. All other factors being equal, a 1GHz PIII takes about 20 seconds to open the CRM Outlook client. A 1.7GHz Pentium M takes about 12 seconds, and a 3GHz Xeon takes about 5 seconds.

Client processor speed is a definite design consideration and one of the first places to look when troubleshooting performance. Find out what else is running on the client machine that is vying for the processor, and I suspect you will find your culprit. A couple examples we ran into: After a WinXP client was booted and still loading various services in the background, CRM would slow to 45 to 60 seconds to open. During routine virus scans, CRM would crawl to 60 to 90 seconds to open.

Unfortunately, Outlook is not a multithreaded application, so any notion of improving performance by using a multiprocessor machine is dashed. Somewhat surprisingly, above 256MB the amount of RAM on the client machine made virtually no difference. We might be able to attribute an improvement of a second or two from 256MB to 512 MB, but from 512MB to 4GB we found no measurable difference in performance.

Phil Niekro

The other CRM bottleneck is your network. Tasks such as licensing, authentication, XSLT downloads, and SQL queries all require network transmission. It simply takes time to send and receive all the necessary information. That said, I still caution you not to fall victim to the misconception that Gigabit Ethernet everywhere will fix everything. The perceived speed at which your network operates has a lot more to do with how much than how fast.

To enhance CRM network performance, your first concern is ensuring that adequate bandwidth is available to your Exchange server, CRM server, SQL server, and domain controllers. Because those resources are sought by a larger number of users, a larger port, i.e. a Gigabit connection, will make a noticeable difference. For your CRM clients, on the other hand, a switched 100Mbps port is more than adequate.

The concern with client hardware is generally not the amount of network resources, but rather contention for the network resources. If the client is a Kazaa Super Node, CRM is going to run slower than a Phil Niekro knuckleball. It is also important to remember that TCP/IP processing requires a processor interrupt. More network traffic creates even more competition for the processor.

XML is one of the main reasons the network is such an issue for Microsoft CRM. XML is the Esperanto of data integration, but it is still largely performed as text-based transmissions. Standards are in the works to create binary XML formats, but until those standards are ratified and implemented, text translates into as much as 50 times more network overhead than that of a typical binary transmission. Compression can help, but compression comes at yet another heavy price to the processor.

MICHAEL DEMPSEY

BIO NOTES

Michael Dempsey is the information technology manager of Sandhills Publishing and technical editor of Processor *magazine. He has more than a decade of experience in voice and data communications and holds current CCNP and CCDP certifications. Dempsey is an expert in network security, virtual private networks, and IT infrastructure.*

Nolan Ryan

Much as baseball prodigies may dream of breaking Nolan Ryan's career strikeout record, IT prodigies dream of gaining business insight from better integration of our data. (Admittedly, we need to get out more!) For years, our hopes were impeded by the lack of appropriate hardware and communications infrastructure. We had the vision; we just didn't have the iron to pull it off. Then the '90s happened. Suddenly the hardware and communication problems were gone, and the onus to perform was back on the software developers to step up to the plate and deliver on some of the promises they made "if they only had more horsepower."

CRM is Microsoft's move in the SME market from the on-deck circle to the batter's box. It's not hitting home runs every time yet, but its potential for integrating previously disparate pools of data and unifying the entire customer experience is very promising. What you need to remember if you're considering its solution is that Microsoft is clearly not afraid to push your infrastructure and brute-force its way to better integration. But keep those client machines up to snuff, and you could be rounding third and heading for home sooner than you might think.

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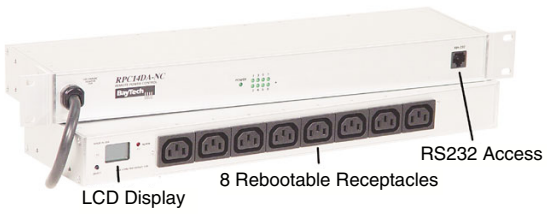

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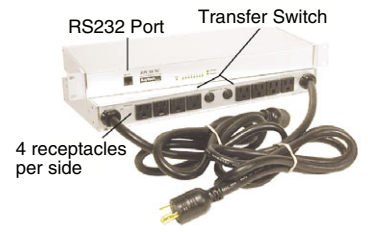

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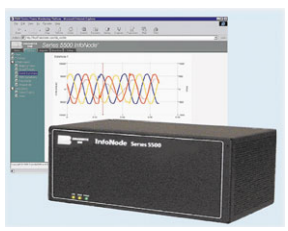

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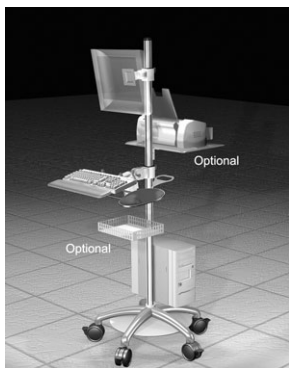

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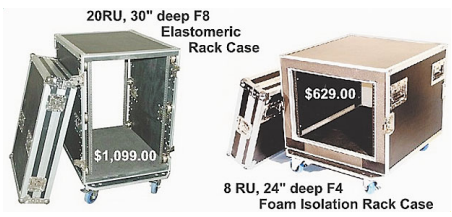

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Security Diet Staples

10 Simple Things You Can Do To Safeguard Your Data

by Chris A. MacKinnon

• • •

A BUSINESS WITHOUT information is like a magazine without words. Information is the lifeblood of the organization. Thus, it is worth protecting. The META Group expects the number of businesses developing and maintaining information security architecture to increase to 60% by 2006. The nature of these architectures will continue to become more strategic. Although information security needs to be tight in the enterprise, it can still be simple and inexpensive in some regards. Here are a number of tips you can use to improve the security of your company's information.

Best Tip

Social engineering isn't a recent phenomenon; it's just another name for fraud. Phishing, a common email scam used by social engineers, is one of the biggest security attacks today.

Be aware of social engineers. Social engineers try to take advantage of human nature in the workplace in order to compromise exclusive business information and resources. They are extremely crafty at penetrating otherwise well-protected networks. Phishing relies on social engineering. Enterprise employees should be educated about the nature of social engineers and the methods they use to trick employees into revealing sensitive company information. Gartner claims that social engineering will be the greatest security risk facing large companies over the next 10 years. Social engineers might contact you by email, call on the phone, or even appear in person.

Filter out email attachments. Even the best trained eye misses a trick every now and then. In the same vein, antivirus applications don't provide 100% bulletproof protection. Employees should be educated about common attachment types that can contain surprises. Files including .exe, .scr, .pif, and .vbs should never be opened before being isolated for inspection. If you usually receive these file types through email, ask the email administrator to forward them to you instead.

Keep security patches and service packs up-to-date. Prompt patch management should be a staple of any security diet. With a full workload comes forgetfulness and too little time to patch your servers and workstations. But this is one simple tip that demands your time and diligence. Experts say the average exploit takes a scant six days, and hackers rely on this fact. Don't forget to patch your routers, switches, firewalls, and other security appliances.

Re-evaluate your Internet use policy. The Internet continues to be the best channel for the worst threats. And hacking techniques evolve just as fast as Internet technologies. For this reason, re-evaluating your company's Internet use policy on a regular basis will help prevent the possibility of misuse. A good Internet use policy should include the following provisions: terms of use, email, Internet etiquette, and consequences. Users should avoid posting sensitive information or company-related comments on the Internet. Visiting inappropriate sites and downloading nonbusiness-related files should also be avoided.

Consider outsourcing antispam and antivirus protection. You may want to consider outsourcing your antispam efforts if you are disappointed with your in-house add-on filters and servers. Some antispam service providers say they offer unique technical advantages over in-house packages. Some service providers, for example, can identify an IP address or domain inside a message (routed to one of its customers) and quickly apply a filter that blocks all spam from that source. Benefits of outsourcing include multiple scan engines, rapid virus signature updates, and expert knowledge.

A good Internet use policy should include the following provisions: terms of use, email, Internet etiquette, and consequences.

Have a plan for frequently disconnected notebooks. Disconnected notebook computers are sometimes just as good as the real thing. Employees who use laptops away from the enterprise should be careful when handling laptops to keep company information safe and out of the hands of perpetrators. Newer laptop models include smart cards, which are PIN-oriented user-identification cards that only allow authenticated access to the laptop. Physical locks are also great deterrents. Laptop users should always lock laptops with security cables during and after use. Users should also be informed about guarding against laptop thieves while traveling or while working near high-distraction areas.

Education is the best medicine. Did we mention that educating staff is a great way to improve information security in the enterprise? David J. Lineman, president of Information Shield, says, "A big step is to educate employees on security in general and policies in particular. Policies are useless unless employees read and understand them. Your Internet acceptable-use policy, for example, will be unenforceable if you have not educated staff on the contents and why it is important." (*NOTE: For more information on educating employees about information security, see "Employee Security Training" in the March 4 issue of* Processor. *This and all other editorial content is archived at www.processor.com.*)

Scan more often. Some security software will usually perform smart scans (on system folders or personal document folders only) but not always full scans unless manually prompted. Performing full scans for known vulnerabilities and the latest exploits is like going over your network with a fine-toothed comb. Scanning more often keeps administrators ahead of the hacking game and prevents culprits from hiding out incognito.

Don't forget the backups. Regular backups seem like a mundane task on a normal business day. But when information has been stolen or somehow compromised, backups are worth it. Having a solid backup every day means you'll always have your information with you, even in times of disaster.

While securing company information requires diligence, stamina, and a bit of skill, it is possible to stay ahead of the game. Kevin Kalinich, managing director of technology and professional risks at Aon Financial Services Group, offers a tidbit of final advice. He says, "No single solution is the end-all answer, as information security vulnerabilities are constantly changing. The best solutions incorporate procedures of a comprehensive overall plan that continually upgrades each of the component parts. Zero Latency Information Security [means] everyone in the organization needs to be on the same page from top to bottom." P

Quickest-To-Implement Tip

Passwords are the keys to the corporate kingdom. They require little effort to implement but act as an effective barrier to would-be hackers and unauthorized users.

Pay attention to passwords. Every user should have a password that is somewhat complex (including numbers and special characters). However, if passwords are overly convoluted, employees may be tempted to write them down. Passwords should also be changed at regular intervals or any time an employee with access to passwords leaves the company. A good password policy will prohibit sharing user accounts and disclosing passwords.

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Virtualization Is Gaining Steam

Storage & Server Solutions Are Legitimate Options For SMEs

by Ericka Chickowski

• • •

VIRTUALIZATION OF SERVERS and storage devices has been around a long time, but it has yet to see widespread use among small and medium-sized enterprises. Factors such as cost, performance issues, and perceived need have kept many smaller organizations from deployment. However, as technology advances and these problems become less significant, it is important for SMEs to take a second look at virtualization.

But the term "virtualization" can be a bit confusing considering it is used in so many contexts. To understand how both server and storage virtualization works, it is critical to discuss each separately.

Storage Virtualization

Storage virtualization is ever-evolving. By its most basic definition, virtualization of storage space allows the system to see disk space on multiple disks as a single source of data. In this broad sense, IT has been using storage virtualization for years with various RAID arrays.

But in the past, much of this virtualization has occurred in a very homogeneous environment, where there may have only been several disks in the array of the exact make and model.

Today's storage virtualization software lets administrators manage heterogeneous environments using SAN or NAS setups that involve much more complexity. The software creates an abstraction layer between the servers and the storage array, which makes the servers think the array is one big pool of storage capacity.

What Does This Mean For The SME?

Traditionally, SMEs have not been the target market for SAN manufacturers due to the high prices of most SAN hardware. But for those in the midmarket who have integrated storage networking into their infrastructure, the lure of virtualization software is pretty tantalizing.

Smaller companies are typically shorter on staff, and the relief that storage virtualization can bring is immense. It saves administrators who may not be storage experts from the difficulty of dealing with the intricacies of the storage network. Routine tasks such as backup and archiving are simplified, as is recovery in most cases.

Gartner analysts say that with an efficient virtualized setup, one person can capably manage 2TB of data. Compare this to the average administrator's ability to manage 300GB without the technology, and the advantages of virtualization are clear.

However, the technology does not come without its faults. For example, the nature of the software makes it extremely difficult to pinpoint where the data actually lies within the hardware. In addition, organizations must be careful to ensure that the latency of the virtualization platform won't create a performance bottleneck.

Another potential storage virtualization pitfall is the problem of interoperability among all hardware and software running with a virtualized mask. It is important to perform testing and do your homework before jumping into a purchase.

Despite these problems, the benefits of virtualization are hard to ignore if an organization already has a solid storage infrastructure. Not only are there savings on the administrative side, but it also makes it much easier for IT to calculate how much storage space is actually available—a sometimes tricky task when done manually. Because of this, many admins are able to bump up their utilization to as much as 80% without fear of overloading their systems.

Implementing A Solution

There are several ways to implement storage virtualization, the most popular choice being between putting the virtualization layer on the network side or the server side.

Network deployment allows for the most flexibility when it comes to operating in a heterogeneous environment. The virtualization solution is positioned between the storage devices and their servers. It acts as a central storage portal, and all storage is managed by a single console.

Server-side solutions are more mature, if a little less forgiving. They are placed directly on the host server and are a good choice for individual application servers that need increased availability.

No matter what kind of deployment, there are a plethora of vendors to choose from. Leading the pack is Veritas, which holds a 69% market share in the volume management and virtualization sphere. The company's recent merger with Symantec isn't likely to affect its hold on the market, but it will still have to contend with competition from big boys such as IBM and EMC who would like a bigger piece of the action.

Whatever vendor and solution you choose, it is important to consider integration. First, be sure to look for something that is as vendor-neutral as possible—this is especially important if you are considering a hardware "black box" approach, which may work only with proprietary software and may clash with other vendors' software and hardware.

Server Virtualization

Like storage virtualization, server virtualization hides the actual machinations of the hardware from the user for the sake of simplicity. But whereas storage virtualization takes a very complex hardware back-end composed of many components and makes it look unified, server virtualization does the opposite. By virtualizing a server, an administrator splits up the processing power of a single server into multiple virtual server units. The split is transparent to the end user so that it seems as if the applications running on each virtual server are operating on different machines.

Analysts estimate that by the end of 2007, over 40% of Fortune 1000 companies will be using some kind of virtualization technology for Windows servers.

This method lets organizations consolidate servers while still maintaining isolated and orderly application activities. Essentially, each application gets a neat and tidy bucket of resources for operating without the cost of maintaining additional hardware.

Going Mainstream

Server virtualization is going much more mainstream than storage virtualization. Analysts at Gartner estimate that by the end of 2007, over 40% of Fortune 1000 companies will be using some kind of virtualization technology for Windows servers.

The popularity should trickle down to smaller enterprises, as the barriers to entry are not as significant for virtualization as other cost-saving approaches for server deployment.

And the cost savings are definitely there. Gartner says that in three years, enterprises that aren't leveraging virtualization will spend 25% more annually for hardware, software, labor, and space for Intel servers than those who do.

While this may be true, there are still constraints imposed by the technology that are scaring some businesses away. The first is the performance limitations imposed by virtualization software—while it may be obvious, organizations sometimes forget that the virtual servers are not actually running on separate processors. Shared resources can only perform so well.

Another big detractor is that by consolidating servers, a business is creating centralized points of failure. If one processor malfunctions, it is no longer one server that fails, but four.

However, for applications where availability is not tantamount, these issues are not a big enough detractor to keep businesses from implementing server virtualization.

Deployment

The overwhelming market leader in virtualization software is VMWare, with a 69% share overall. However, with the introduction of Microsoft's VirtualServer last year, more and more SMEs are going the Microsoft route. The Microsoft solution has simplified the deployment process for smaller businesses, and many analysts believe it will also help reduce their costs compared to a more complicated VMWare solution designed for larger enterprises.

Typically, the rule of thumb is to only create four virtual systems for each processor shared. Going beyond this threshold can be a serious detriment to performance and availability.

If you want to take advantage of the benefits of consolidation beyond four virtualized servers, there are numerous multiple-processor servers that can suit your needs—on the high end, you can get as many as 64 virtualized servers off of one machine with 16 processors.

However, it is important to remember that savings come through administration and hardware costs, not software. For every virtualized server, you'll need to purchase an additional OS license. In the end, this may be one of the major inhibitors on small-business deployment.

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Satellite Wide-Area Networks

VSAT Renaissance Appeals To SMEs With An Increasing Global Reach

by Stephen J. Bigelow

• • •

ESTABLISHING A NETWORK within an office space or building isn't terribly difficult, but connecting LANs in order to establish a business WAN often presents planners with logistical problems. What is the best way to connect LANs across a corporate campus, across a city, or even across oceans?

Physical cabling has typically been the medium of choice for local WANs, though such physical infrastructure can become prohibitively expensive to install. The Internet has emerged as a common solution for connecting remote or distant locations, though the ever-present threat of hackers and viruses can place corporate information assets at risk.

Satellite (or VSAT, short for very small aperture terminal) data networks have long been a third choice for network planners, often reserved for only the largest enterprises. Jeffrey Carl, director of marketing at Spacenet, says times are changing for satellite WANs, and it's time for SMEs to re-evaluate today's new and improved VSAT products and services.

More Like Broadband

Carl points out that today's satellite services compare favorably with common "wireline" services such as cable or DSL. Many potential users neglect VSAT because of its early limitations. "When they think of VSAT service, some people still think of the first widespread satellite data systems, which used the dish to download and a dial-up modem for uploads, and that's not what VSAT is," says Carl.

Current VSAT systems offer full two-way broadband performance that appeals to small and midsized enterprises. Downstream speeds are currently in the area of 2Mbps, with speeds expected to reach 3Mbps by the end of 2005. Upstream speeds are considerably slower (often less than 1Mbps), so it's important to shop around for the best service levels and pricing to meet your particular needs.

But the improvements aren't just in bandwidth. Carl says that the range and scope of off-the-shelf VSAT services have evolved dramatically. "Even five years ago, most enterprise VSAT networks were completely customized, multiprotocol, application-tuned creations that took a lot of time and effort to put together, which often kept these networks out of reach of smaller businesses." In 2001, Spacenet emerged as the first VSAT provider to offer off-the-shelf VSAT WAN services, which included native IP support (with tunneling ability) and preset bandwidth levels.

Current VSAT systems offer full two-way broadband performance that appeals to small and midsized enterprises.

VSAT providers are also recognizing the importance of "mixed" networks, allowing customers to use wired broadband (such as DSL) at some locations and VSAT for others (or even VSAT and DSL together at the same location). This means VSAT is no longer an "all or nothing" paradigm; SMEs can tailor their WAN to best suit the environment and requirements of each physical location.

Carl notes that VSAT is also emerging as a supplemental (backup) service, rather than a primary WAN medium. "Spacenet offers a part-time VSAT service for failover connectivity or burst connectivity. It's usage-based, so you only pay for what you use."

Crossing The Miles

Any network planner contemplating a move to VSAT WAN service must give some thought to issues of reliability and latency. Carl says the equipment itself provides an MTBF greater than 10 years, supported by satellites and redundant earth station facilities designed to maintain operation even under difficult conditions.

He notes that VSAT is actually quite immune to weather effects. "People tend to overestimate the possibility of 'rain fade' with VSAT—it's a factor of bigger, more expensive, dishes providing ever-higher protection against over-the-air interference and packet loss—but our standard services come with a baseline 99.7% availability figure," says Carl. Still, it's worth taking the time to do some homework. Check references and have conversations with other network operators using a particular VSAT provider before moving forward.

Latency remains a more serious issue for all VSAT users. A typical round-trip signal to and from a satellite takes about half a second, and such latency can have an impact on the performance of some applications.

"Spacenet uses packet acceleration technologies to diminish the latency effects, and for most applications there is no noticeable delay at all," says Carl. "But certain 'chatty' applications that are hard for us to accelerate just aren't going to be great over VSAT. It puts a ceiling on the performance of things like VPNs, SMB/CIFS Windows filesharing, NTLM authentication, SSH/Telnet, some Citrix applications, and things like that." It's a good idea to consult with a prospective VSAT provider in advance to identify any potential problem applications (and potential workarounds) prior to installation.

Staying On Par

Carl points out that installation time is largely on par with other major networking endeavors. "In terms of installation, it's a lot like what you'd expect from a SDSL or frame installation. Average install time is around 30 days."

It's particularly important to understand exactly what installation services are included. Complete service should involve not only installing and tuning the dish, but also any internal (building) wiring to a satellite router (also provided by the service). "Generally, the only common impediments to a VSAT installation are tall buildings or trees between your site and where the satellite is in the sky, or not having rights to install a dish on the roof or elsewhere nearby," Carl says.

The pricing for VSAT services is also competitive with business-grade wired solutions. As you might expect, the initial installation and equipment costs are higher for VSAT than for other types of installations, such as frame relay or private line solutions. However, the monthly costs for VSAT service are less than frame relay or T1 service—typically on par with SDSL/IDSL service.

Once again, it's crucial to understand a provider's pricing plan well in advance of any commitment. There are also a variety of maintenance options available to SMEs depending on their specific needs. Fortunately, there are no specialized management skills needed for WAN administrators, so there are generally no specific training requirements for in-house IT staff.

According to Carl, VSAT services aren't done evolving yet. "You'll see more multicast/content delivery features, more application support, more backup offerings—VSAT represents the ultimate in physically diverse backup paths—and more hybrid integration of VSAT and wireline connectivity," he says.

VSAT Pros & Cons

If you're thinking about implementing a satellite WAN for your network, consider these factors.

Advantages	Disadvantages
Monthly costs are competitive with SDSL/IDSL	Higher initial equipment/installation costs
Global reach; often the only WAN solution for remote areas	Latency can impact some application performance
Resistant to "rain fade" and other weather effects	Requires clear line of sight between dish and satellite
No special management overhead, so no IT training required	Dish installation requires site planning and about 30 days of overall installation time
Attractive as a secondary (backup) WAN connection scheme	

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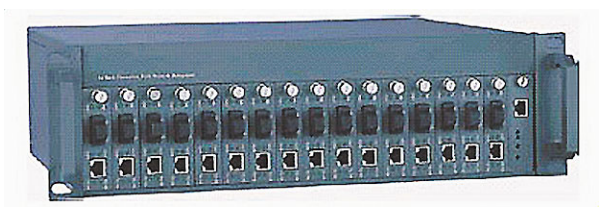

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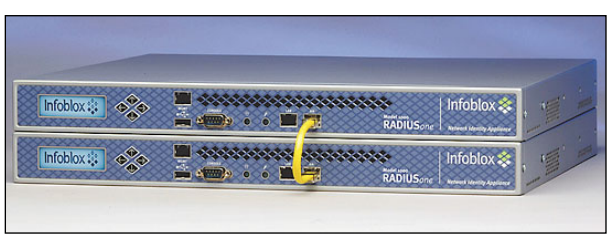

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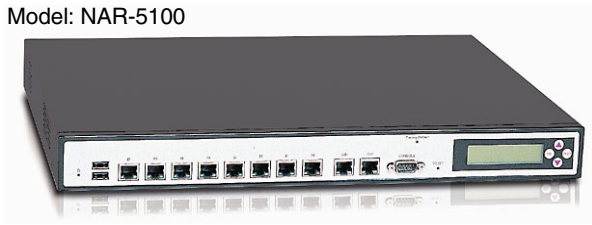

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Managing Passwords

Weak Policies Can Undermine Security Efforts & Put Your Data At Risk

by Douglas Schweitzer

• • •

With so many of today's applications requiring passwords, managing those passwords becomes increasingly difficult and ever more crucial. To boot, many people hate having them, cannot remember them, and thus do not regularly change them. To make matters worse, too many passwords can be easily guessed, and this is even more evident when the intruder knows something about his target's background. It's not unusual, for example, for workers to use the word "password" to log into office networks. Other common passwords are the user's first or last name or the name of their spouse, child, or pet.

Fortunately, passwords can be effectively managed through education and policy enforcement, mitigating the dangers that arise from using them improperly.

Password Etiquette

A good password policy includes several elements that make it effective. The first of these features is a maximum retry limit. If a username and password pair is tried, let's say, five times and fails, then the account is disabled. "This goes a long way [toward] preventing brute force attacks," says Simon Heron, managing director of Network Box, a U.K.-based computer security firm.

Your organization should also require that passwords be changed on a regular basis. "Many apps can be configured to force the user to change their passwords, which is very unpopular, but so long as the hacker cannot set up their own account, it means they will have to hack the new password," adds Heron.

Because passwords have such high potential for failure, the defense-in-depth approach works best for most organizations. Having secondary authentication adds another layer to your security tier.

"It's worth saying, though, that passwords and PIN codes are a pretty weak security control. Biometrics and smart cards are a much better alternative," says Dr. Gary Hinson, chief executive at security firm IsecT. Good examples of this are 3DES VPNs that use shared secrets. The shared secret means that the communication is coming from a trusted source, but you can also enforce user logon once the encrypted link is established. IPsec lets the server refer to Radius or LDAP servers, as well as local databases, to enforce this policy.

Because passwords have such high potential for failure, the defense-in-depth approach works best for most organizations.

Users should not be permitted to choose their own passwords because, as mentioned earlier, they tend to use obvious, short passwords that they also use elsewhere. Your password policy should also require that a password be made up of not just letters and numbers, but also any other characters that the application will allow. Many now will accept characters such as !, =, _, -, etc. In

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Putting Together A Password Policy

Passwords are an important aspect of computer security. They are the front line of protection for user accounts. A poorly chosen password may result in the compromise of your entire corporate network. As such, all employees, including contractors and vendors with access to your data center systems, are responsible for taking the appropriate steps to select and secure their passwords. The following tips from the National Center for Education Statistics (nces.ed.gov) can help you in developing your own password policy.

- All system-level passwords (such as root, enable, NT admin, and application administration accounts) must be changed on at least a quarterly basis.
- All user-level passwords (such as email, Web, and desktop computer) must be changed at least every six months. The recommended change interval is every four months.
- Each successive password must be unique. Reuse of the same password will not be allowed.
- Passwords must be a minimum of eight characters long.
- User accounts that have system-level privileges granted through group memberships or programs such as "sudo" must have a unique password from all other accounts held by that user.
- Passwords must not be inserted into email messages or other forms of electronic communication.
- Where Simple Network Management Protocol is used, the community strings must be defined as something other than the standard defaults of "public," "private," and "system," and must be different from the passwords used to log in interactively. A keyed hash must be used where available (such as SNMPv2).
- All user-level and system-level passwords must conform to the guidelines described above.
- Users should be strongly cautioned against writing down passwords or storing them online.

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It Feels Like We Forgot Something . . .

Key Components Of Disaster Recovery Are Often Overlooked

by Tony Bradley

• • •

Disaster recovery and business continuity are two very important elements of protecting a corporate network and its information resources. Teams are formed and scenarios are envisioned; plans are written and equipment is purchased. It all sounds great, and the disaster recovery works flawlessly—on paper. But what happens when a catastrophe strikes and you initiate the disaster recovery plan, only to discover that a key component was forgotten, essentially rendering the plan useless?

John William Toigo, CEO of Toigo Partners and author of "Disaster Recovery Planning: Strategies for Protecting Critical Information Assets," relays a story of just such an event.

"I recently chatted with a guy who was involved with [disaster recovery] for a major airline. The airline had an explosion in its data center and the DR capability was activated. All of the applications identified as critical came back to life per the plan, but there was a problem," says Toigo. "The reservation system was accessible only to airline ticketing agents. It was not available to third parties such as travel agents or ticketing intermediaries [Travelocity, Cheap Tickets, etc.], who account for most of the butts that find themselves in the seats of any given flight."

Remember The Big Picture

That is just one example of how missing one key element can undo the entire disaster recovery plan. It is exceptionally difficult, if not entirely impossible, to account for every possible scenario. But that is a different matter than not properly planning for a foreseeable issue.

Personnel is one critical component that is easy to overlook. So much focus is placed on recovery or replacement of equipment and network infrastructure that many forget that people with the proper skill sets to operate and administer that equipment will also be necessary. Not only does the disaster recovery plan need to consider what personnel are necessary and define the process for involving them, but it must also account for the possibility that key personnel could be on vacation or out sick at the time of the disaster.

Steps must also be taken to protect the computer and communications infrastructure from water damage. When planning a server room or data center, non-water-based fire-suppression systems that can extinguish the fire without irreparably damaging equipment are a popular choice. But admins often overlook the possibility that putting out a fire upstairs or in an adjacent room might result in water leaking onto the computer equipment.

Another component of a typical disaster recovery plan involves recovering data and restoring network storage access. This may include replacing SAN equipment, but disaster recovery plans often fail to factor in the complete needs of the SAN devices, including Fibre Channel switches and host bus adapters. SAN equipment is not very forgiving when it comes to meshing with heterogeneous networks, so the disaster recovery plan should account for a one-to-one replacement of every component of the SAN fabric.

Some of the disaster-recovery elements that admins often miss are the result of a lack of diligence in analyzing potential scenarios. In the end, however, a lack of understanding of the big picture is often to blame.

Focus On The Business Process

Toigo says, "The root cause of the problem is one I see far too often: failure of planners to understand the business process they are seeking to recover. Too often we look at applications and supporting infrastructure and ignore the business process that these things serve."

"The root cause of the problem is one I see far too often: failure of planners to understand the business process they are seeking to recover."

- John William Toigo, CEO of Toigo Partners

That means looking not only at how to restore and recover the computer equipment, data, and network infrastructure but looking at the ultimate goal of recovering from the disaster. Is the goal to see how fast the network infrastructure can be rebuilt and functional, or is the goal to actually resume or continue business operations? A functional disaster recovery plan has to factor in all aspects of conducting business and not only the technology and infrastructure.

The disaster recovery plan may have grandiose strategies for moving all data center operations to an alternative site in the case of the data center being completely destroyed or inaccessible. But it may also fail to account for whether critical vendors or business partners will have connectivity with the alternate site to allow business to continue.

These critical aspects illustrate why it is imperative to involve management, as well as representatives from the various departments, in defining the goals and creating a complete disaster recovery plan. A disaster recovery plan created in a vacuum will almost inevitably be missing the big picture.

Elements Of Disaster Recovery

Disaster recovery plans must provide direction in the event of catastrophes both small and large. They also should be living documents that are reviewed and modified periodically to adjust to the changing environment and needs of the company. But in the end, all disaster recovery plans should address these basic goals:

- Protect company assets and resources
- Minimize the potential for economic loss to the company
- Reduce the probability of catastrophic events
- Develop process for systematically resuming normal business operations
- Eliminate reliance on specific individuals or personnel
- Assure organizational stability
- Minimize legal liability for any loss or compromise of data
- Establish procedures to implement in the event of a disaster to minimize the need for critical decision-making on the fly
- Ensure the continued existence of the company

Managing Passwords

Continued from Page 31

addition, users must refrain from sending passwords over unencrypted links. PPTP (Point-to-Point Tunneling Protocol), for example, can be configured to use plain text for transmitting passwords. This means that anybody sniffing the transmission can get to see your password.

Another area of neglect is the actual storage of passwords on workstations and servers. You should always ensure that stored passwords are encrypted. Says Heron, "Microsoft's implementation of its 3DES IPSEC client stores the shared secret in plain text. That is a strange decision. I think the argument is that you have to steal the PC, log on to Windows, and only then can you see the shared secret. But it is still bad practice; for instance, I might steal your shared secret for my PC if I got access to your PC."

Beware Of The Brute

When choosing a password, the object is to make it difficult for a cracker to guess what you've chosen. This leaves the cracker with little alternative but to make use of what's known as a brute-force search: trying every possible combination of letters, numbers, and punctuation.

"There are several readily available tools that can perform brute-force attacks. We did a test a few weeks ago . . . where we left a network box with an SSH server on it open to the Internet. It took around 10 days for someone to start trying to do a brute-force attack on it," says Heron.

He adds that the first step to thwarting a brute-force attack is to ensure that all applications open to the Internet in this fashion should be tied down as much as possible. If the source address can be specified, this makes it more difficult for people to access the logon page. While it can still be done, the extra effort it requires is worth it when you're thwarting breaches.

Another area of neglect is the actual storage of passwords on workstations and servers.

What's Happening

Getting Tough On Server Security

Secure64's Application Environment Hardens The Security Of Itanium Network Servers

by Stephen J. Bigelow

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FOR MANY YEARS, computing hardware has typically been ignored as a serious player in the security game. The notion of "server security" has typically meant bolting down the physical servers (or padlocking the server room door). Instead, IT staff have focused on software solutions to maintain security—patching the operating system, updating applications, tweaking firewall rules, and monitoring intrusion detection tools to keep precious corporate data safe. As information assets become more valuable, a growing number of companies are realizing that established "software" security solutions don't always go far enough.

Filtering Up

Peter J. Cranstone, CEO of Secure64 Software, says that current operating systems and applications just don't go far enough to protect networks from today's sophisticated threats. Consequently, each vulnerability and attack that sweeps through the IT industry winds up imposing a significant cost on each organization. "The current technology solution involves patching, which impacts operating costs and impedes server performance." This problem escalates dramatically with larger infrastructures, notes Cranstone. "In large server farms, it is quite difficult to deploy large patches without thorough testing, which can take weeks—sometimes months—at great cost to the organization."

> **"Currently Itanium is the only general-purpose microprocessor that offers advanced security attributes."**
>
> *- Peter Cranstone, Secure64*

Security should start with the hardware itself, says Cranstone. "Secure64 believes that security needs to start at the hardware level and then filter up through the operating system. Unfortunately, the current design of general-purpose operating systems precludes this from occurring effectively. Today's servers are vulnerable as a hacker can gain control of privilege level 0 [simply] by installing a rogue network driver." Cranstone notes that a large part of today's security problems is the unwieldy size and overwhelming complexity of current operating systems. Such products are extremely difficult to test in the face of many emerging security threats, often allowing vulnerabilities that must be identified and corrected later (usually after damage has been done).

Still, the landscape is changing, albeit slowly. "Currently, all operating system companies are making great strides to improve security. The hardware vendors have taken the approach of adding chips to prevent code from executing in certain areas; however, the real issue remains an operating environment which is comprehensible (100,000 lines of code or less), provides an in-depth defense strategy by offering four levels of privilege vs. the current two, and reveals the contents of all the code that runs at privilege level 0 for peer review," says Cranstone.

Application Environment

One appealing solution is to replace (or supplement) today's general-purpose OS with a simplified control structure (dubbed an extensible application environment). By establishing a simpler operating environment that employs the security features of Intel's Itanium processors, Cranstone says, Secure64 hopes to bring additional stability and security to the enterprise. "The Secure64 technology uses four levels of privilege vs. the current two and employs a new memory architecture that takes advantage of the protection ID and compartmentalization capabilities unique to Itanium."

Cranstone explains, "Protection IDs and compartments are similar to the keys and lockboxes found in a bank vault. Using the protection ID mechanism, software code images and data can be organized into IA 64 protection domains called compartments. Data and instruction accesses within a compartment are enabled by the presence of a corresponding IA-64 Protection ID within one of the 16 Itanium protection ID registers. The contents of a protection ID register can disable, read, write, and execute access to code and data within the compartment, thus providing strong security properties, as well as isolation of programming bugs that up until now were sometimes untraceable."

In addition, a general-purpose operating system (such as WinXP Server) is not required to boot the server—the application environment can boot the Itanium chip—though the application environment can also share control with a conventional OS. Of course, a new application environment will demand new applications. "Beginning this summer [2005], Secure64 will release a suite of applications that leverage our extensible application environment," notes Cranstone.

Growing Presence

Cranstone sees an important future for Itanium processors. In addition to the Itanium's native security features such as Protection IDs, compartmentalization, and privilege levels, he also notes that the Itanium's large register set and notable parallelism (six to eight instructions per cycle) dramatically impact the processor's performance, well beyond the additional memory addressable by the Itanium's 64-bit architecture. "Itanium can process more data in parallel and thus can double or triple the current performance found in x86, Sparc, PowerPC, or AMD64, which have 1.5 instructions per cycle to 4 instructions per cycle."

"Itanium is a growing market presence. It's a standard chip, which runs all general-purpose operating systems and applications. Currently, Itanium is the only general purpose microprocessor that offers advanced security attributes," says Cranstone. Still, he supports the notion of extending the application environment to other processors into the future. "If other chips emerge with similar capabilities, we will take advantage of them as long as they do not compromise performance," he says. "The future of server security is taking advantage of hardware and operating environments that lower operating risk without compromising performance." P

What's Next

First Fix For Firefox

WHEN TIME WARNER SPUN OFF the open-source software foundation called Mozilla in 2003, one goal was clear: create a world-class open-source Web browser that could meet and surpass the features found in Microsoft's Internet Explorer while providing superior security for the browsing experience. By November 2004, Mozilla's Firefox 1.0 became available to an enthusiastic Internet audience. Since then, Firefox has passed 25 million downloads.

However, even open-source software can experience vulnerabilities. Although the issues that have been discovered are relatively minor, a more notable flaw in the way that Firefox handles IDN (Internationalized Domain Names) opened a means for attackers to create fake Web sites that appear legitimate—a key element of phishing scams. Firefox has since addressed this issue (and others) with release 1.0.1, which is now available for download from mozilla.com. Although the fix is currently available, it's an important wakeup call for all software users and IT staff. Attacks change as new vulnerabilities are discovered and exploited. Complacency invites disaster, so take careful stock of all software assets and check for patches or updates on a regular basis.

A Last Hurrah For Single-Core?

INTEL'S PENTIUM 4 LINE has had a profound impact on the PC industry, bringing some of the most powerful performance available for desktops, notebooks, and even servers. Intel is taking another step forward with the Pentium 4 line in a new "600" chip series. Four new processors will offer speeds from 3GHz to 3.6GHz and an 800MHz FSB. That may sound mundane, but the 600 series will double the secondary cache to 2MB in an effort to wring more performance from the processor. Intel is also adding power conservation technology to save energy and reduce heating (more notably during idle periods). A new Pentium 4 Extreme Edition processor will be available at 3.73GHz using a 1.066GHz bus, although this chip is targeted mainly for gamers. The new chips will likely start appearing in new PC products within the next several months.

Although the news of new P4 models may not seem particularly crucial, it's important to note that Intel intends to ship dual-core processors soon, starting in Q2. AMD also has dual-core ambitions, looking for a release of its Turion chip in the summer. With the emerging promise of dual-core technology, it's very likely that Intel's 600 series may be one of the last major improvements in single-core processors.

Intel Seeks To Speed Packets

VIRTUALLY ALL NETWORK DATA is exchanged in the form of packets. While packets are ideally suited to network communication, the processing overhead needed to assemble and disassemble packets can be significant, limiting the network's efficiency. In addition, the amount of data passing across today's networks is escalating as data centers store burgeoning volumes of corporate information for increasing numbers of users. This is quickly forming a bottleneck that IT staff will eventually need to address.

Intel is moving to ease this bottleneck with its I/O Acceleration Technology designed to improve the efficiency of TCP/IP traffic between PCs and servers. Early expectations suggest that Intel's acceleration efforts may improve traffic by up to 30%. Although Intel introduced its ideas at the Intel Developer Forum in San Francisco, the actual chips and software needed to implement I/O acceleration should appear sometime in 2006.

NEXT WEEK IN *PROCESSOR* . . .

Be sure to check out our March 25 issue!

If you're like most data center/IT employees at a small to medium-sized enterprise, you probably spend little time thinking about your IT governance policy. But you probably should. According to the IT Governance Institute, effective governance will decrease costs and time spent on projects.

You'll also find:

- Expert takes on whether an advanced degree is necessary
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Network Security System
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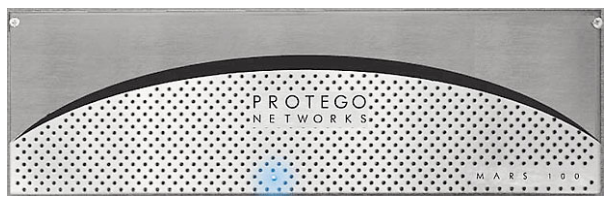

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Security Appliance Card
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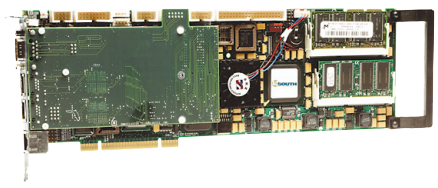

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Embedded Storage Switch
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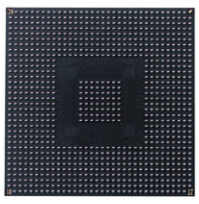

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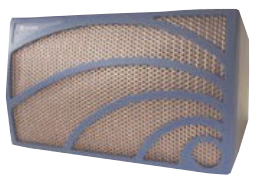
Infiniband Switch
Virtual Booth 3848 • Virtual Product 1641



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Switched Computing
Virtual Booth 3848 • Virtual Product 1642

Topspin 360, the industry's first Switched Computing System, provides unprecedented levels of availability, scalability, and manageability for deploying server clusters and on-demand computing. Switch modules provide multiple terabits of internal bandwidth, and up to 12 expansion modules for Fibre Channel and Ethernet in a single enclosure, providing "pay-as-you grow" scalability.

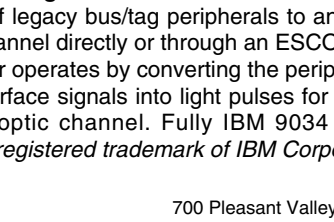
TOPSPIN

515 Ellis Street
Phone: (866) 867-7746
WEB: www.topspin.com

Mountain View, CA 94043
Fax: (650) 316-3272
EMAIL: info@topspin.com

FC-to-SCSI Bridge
Virtual Booth 3814 • Virtual Product 1659

Starting at
$1,995



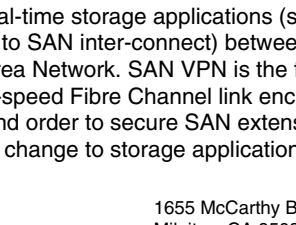
The ATTO FibreBridge™ line of 1- and 2-Gigabit Fibre Channel-to-SCSI Bridges allows you to attach existing SCSI storage devices to a Fibre Channel SAN. With four easily integrated form factors, customers can match a product to their price/performance needs, leverage current IT investments, simplify storage management and save money.

ATTO
ATTO Technology, Inc.

155 CrossPoint Parkway
Amherst, NY 14068
Phone: (716) 691-1999
Fax: (716) 691-9353
WEB: www.attotech.com
EMAIL: sales@attotech.com

iSCSI-To-SCSI Bridge
Virtual Booth 3814 • Virtual Product 1663

Starting at
$1,075



ATTO iPBridge™ iSCSI-to-SCSI Bridge products allow users to attach a SCSI tape library SCSI disk array or magneto-optical (MO) storage systems to IP networks. This enables users to leverage their existing Ethernet network and increase storage utilization for a cost-effective networked storage solution. ATTO iPBridge products are available in three versatile form factors for ease of integration.

ATTO
ATTO Technology, Inc.

155 CrossPoint Parkway
Amherst, NY 14068
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Fax: (716) 691-9353
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EMAIL: sales@attotech.com

Ultra320/HVD SCSI Cnvtr
Virtual Booth 3859 • Virtual Product 1674

As Low As
$195

- Convert Between All Versions of LVD/MSE/SE/HVD
- Extend LVD/MSE/SE/HVD Bus Length
- Isolate HVD Segments of a SCSI bus
- Standalone and Board-level Versions
- Targets & initiators located on both sides of expander
- Backward-compatible with older versions of SCSI
- Does not consume a SCSI ID

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Fax: (858) 560-8929
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EMAIL: scsi@paralan.com

ESCON® to Bus/Tag Converter
Virtual Booth 3827 • Virtual Product 1623

$2,900
MSRP

Optica Technologies 34600 FXBT Converter provides attachment of legacy bus/tag peripherals to an ESCON FX fiber optic channel directly or through an ESCON Director. The converter operates by converting the peripheral's electrical interface signals into light pulses for transmission to the fiber optic channel. Fully IBM 9034 compatible. *ESCON is a registered trademark of IBM Corporation.*

OPTICA Technologies Incorporated

700 Pleasant Valley Drive
Springboro, OH 45066-0848
Phone: (800) 953-4773
Fax: (937) 704-0101
WEB: www.opticatech.com
EMAIL: sales@opticatech.com

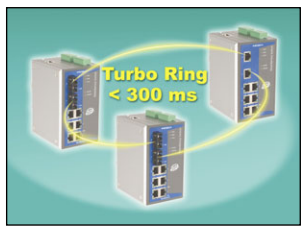
SAN VPN Solution
Virtual Booth 4132 • Virtual Product 2106

NeoScale CryptoStor SAN VPN enables companies to securely run real-time storage applications (synchronous mirroring, SAN to SAN inter-connect) between sites in a Metropolitan Area Network. SAN VPN is the first appliance to provide wire-speed Fibre Channel link encryption and compression and order to secure SAN extension applications w/out any change to storage application or devices.

NeoScale systems

1655 McCarthy Blvd.
Milpitas, CA 95035
Phone: (408) 473-1300
Fax: (408) 473-1301
WEB: www.neoscale.com
EMAIL: sales@neoscale.com

Industrial Ethernet Switch
Virtual Booth 3795 • Virtual Product 1564



EtherDevice™ Switch EDS-508 Series
Industrial 8-Port Managed Redundant Ethernet Switch

- -40 to 75 degrees C Temperature
- Turbo ring with 300 ms fast recovery time
- Tagged VLAN supported for network security
- QoS Prioritization for determinism
- IG MP Snooping for multicast traffic filtering

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10/100 Sub-Micro Switch
Virtual Booth 4040 • Virtual Product 1980

Reseller & Volume Discounts Available

- 5 port & 9 port Ethernet 10/100 Switches
- Industrial as well as Commercial Ruggedness
- Product stability suitable for System Integrators & OEMs
- All ports 10/100 auto-sensing
- Self-Configurable MDI/MDIX uplink/downlink (all ports)
- 2 Gbps high-performance memory bandwidth
- Most advanced features and power supply options

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WEB: www.bravobravo.com EMAIL: sales@bravobravo.com

Enterprise Ethernet Switch
Virtual Booth 1556 • Virtual Product 0032

$999

Building a "next generation" network is easier with the IntraCore IC3624PWR - a 24-port 10/100 Power over Ethernet (PoE) L2+ switch. With advanced features and 802.3af PoE power management, the switch simplifies Voice over IP (VoIP) phones, cameras, and wireless access points.

Asante

2223 Oakland Rd.
San Jose, CA 95131
Phone: (408) 435-8388
Fax: (408) 435-7511
WEB: www.asante.com
EMAIL: sales@asante.com

Secure Ethernet Switch
Virtual Booth 3789 • Virtual Product 1781

IC36240 **$1749** IC36480 **$3499**

Contains powerful authentication and CoS capabilities at industry-leading prices

The IntraCore 36000 Series of Layer 2 Gigabit Ethernet switches are designed to provide high-density 10/100/1000BaseT connections at the edge of the network in a space-saving 1 rack-unit form factor. Comes in 24-port (IntraCore 36240) and 48-port (IntraCore 36480) switches.

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EMAIL: sales@asante.com

Gigabit Managed Switch
Virtual Booth 4065 • Virtual Product 2022

$299

HotBrick GigaBrick 2600 Layer 2 Managed Switch

The GigaBrick 2600 is the perfect solution to allow your network to achieve Gigabit speeds. With state-of-the-art technologies such as 2 Gigabit ports, VLAN, QoS, Port Mirroring, Flow Control and Web traffic management, the GigaBrick 2600 is the perfect investment for your future needs.

HotBrick

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Toll Free: (866) 468-2742
Fax: (305) 594-4442
WEB: www.hotbrick.com
EMAIL: sales@hotbrick.com

GBIC Modules
Virtual Booth 3683 • Virtual Product 1250

Transition Networks' GBIC transceiver is a plug-in module and it is hot-swappable. It allows for seamless integration of fiber with copper LAN connections wherever GBIC interface slots are available.

- Laser Class 1 Product
- Compliant with 802.3z 1000BaseSX;1000Base LX
- Plug-and-Play module
- Hot-Swappable
- TTL Logic Interface

TRANSITION network
The Conversion Technology Experts

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LAN Bypass Function
Virtual Booth 164 • Virtual Product 2160

Retail Price **$469**

- Fail-safe data transmission achieved by linking inbound & outbound network even when hardware or software fails
- 1GHz VIA Eden Low Power CPU
- Four 10/100Mbps Ethernet Ports
- 256MB Memory & Integrated VGA with 8MB Memory
- Mini PCI, USB, RS232, Watchdog Timer
- CF Socket, Optional 2.5" HDD Support

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EMAIL: contact@technoland.com

Telephony Appliance
Virtual Booth 4038 • Virtual Product 1978

Ideal for medium to large enterprise locations the EdgeMarc 5300 includes 1 x 10/100/1000 Ethernet LAN interface and 1 x 10/100/1000 Ethernet WAN interface. It replaces multiple standalone systems by integrating a VoIP application layer gateway to resolve NAT/Firewall traversal issues, VoIP survivability, network security, call quality monitoring and QoS.

EDGEWATER NETWORKS, INC.

2730 San Tomas Expressway Santa Clara, CA 95051
Phone: (408) 351-7200 Fax: (408) 727-6430
WEB: www.edgewaternetworks.com EMAIL:Sales@edgewaternetworks.com

Telephony Appliance
Virtual Booth 4038 • Virtual Product 1977

Ideal for small to medium enterprise locations the 4300T includes a T1 CSU/DSU WAN interface, 4 x 10/100 Mbps LAN interfaces and a crypto co-processor for VPN applications. It replaces multiple systems by integrating IP routing, a VoIP application layer gateway to resolve NAT/Firewall traversal issues, VoIP survivability, network security, call quality monitoring and QoS.

EDGEWATER NETWORKS, INC.

2730 San Tomas Expressway Santa Clara, CA 95051
Phone: (408) 351-7200 Fax: (408) 727-6430
WEB: www.edgewaternetworks.com EMAIL:sales@edgewaternetworks.com

Voice/Fax Over IP Gateways
Virtual Booth 29 • Virtual Product 1761

Multi-Tech MultiVOIP gateways provide toll-free voice and fax communications over the Internet or Intranet. The MultiVOIP family of analog and digital models ranging from one to 60 ports, connect directly to phones, fax machines, key systems, PSTN lines or a PBX to provide real-time, toll-quality voice connections to any office on a VOIP network. MultiVOIP is designed to help maximize investments in the existing data and voice network infrastructure.

Modem ExpressExpress

2800 Vicksburg Lane N
Minneapolis, MN 55447
Phone: (763) 553-2075
Fax: (763) 553-1964
WEB: www.modemexpress.com
EMAIL: sales@modemexpress.com

VoIP Router
Virtual Booth 3339 • Virtual Product 2241

The Z-Connect router combines a voice gateway and network router in a single device. Simply plug in your analog telephone for instant VoIP capability and connect up to four computers for secure, shared Internet access. Includes up to 150 minutes of ready-to-use, free call time. When you plug in your analog phone, you can begin immediately making local, long-distance and international calls for free.

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Four-Channel VoIP Gateway
Virtual Booth 3987 • Virtual Product 1920

EVoIP-4010 is a four-channel VoIP gateway in a rack-mountable enclosure. Once installed, the EVoIP-4010 provides IP trunking to remote offices or local and long-distance communications via VoIP. It includes new features such as an integrated hub for easier integration and connection to IT and phone networks and support for 110V and 220V systems in a single unit.

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VB1329 Processor.com

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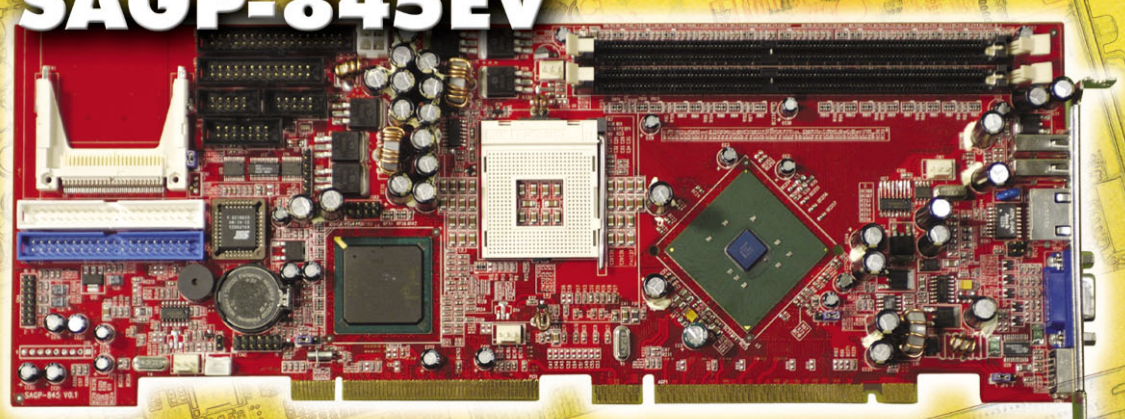
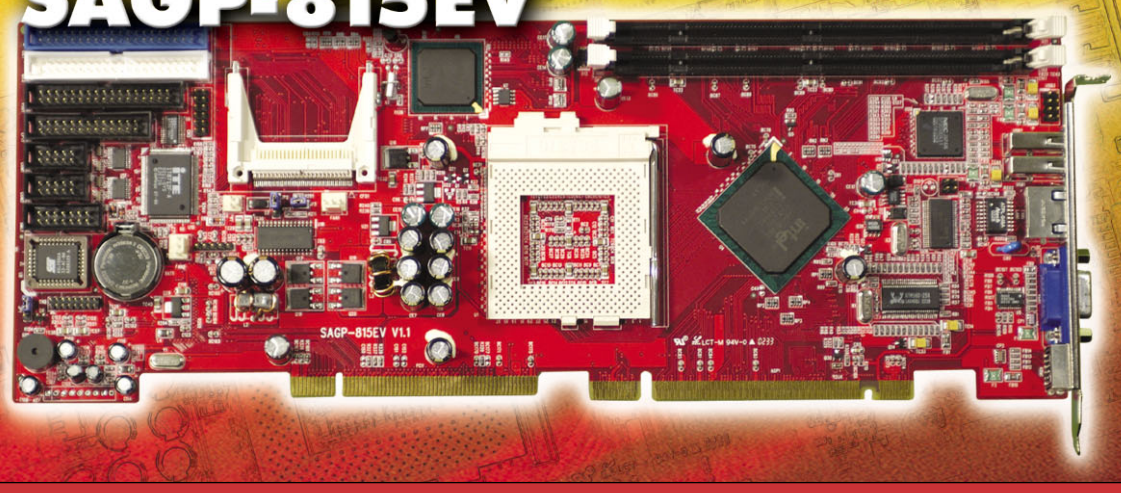
SAGP-845EV



SAGP-815EV



Introducing the PIAGP Series SBC/Backplane.
PIAGP is the first AGP/PICMG solution in the world!

The **SAGP-845EV** (Socket-478), **SAGP-815EV** (Socket-370) and **SAGP-4620** (Socket-462/AMD), **SAGP-648E** (Socket-478 + AGP 8X) all feature:

AGP 4X, max. 2GB Ram, 4x USB 2.0, 2x RS-232 serial, 1x LPT parallel, 1x IrDA, 2x ATA/100 IDE, 1x FDD, 1x PS/2, 1x onboard Compact Flash Type II, 10/100Mbps Ethernet, audio, and more!

The advantages are too numerous to list, so visit us on the web or call for all the FANTASTIC details!

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VoIP Management Tools
Virtual Booth 3980 • Virtual Product 1994

Without Qovia on your VoIP network, you're driving blind. VoIP Networks Don't Run Themselves. That's why you need the VoIP Management Tools from Qovia.

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VoIP Systems
Virtual Booth 3787 • Virtual Product 1553

Cisco Systems

The Cisco family of IP and wireless IP phones provides a complete range of communications devices designed to take full advantage of the power of your data network, while providing the convenience and ease-of-use you've come to expect from your business phone. From the home office to the manufacturing floor, from the lobby to the executive suite, there is a Cisco IP phone for you.

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Turnkey VoIP Solution
Virtual Booth 3970 • Virtual Product 1886

Multiservice Networks

The convergence of voice, video and data is here today. **GTP Voice™** is a complete, turnkey Cisco-based IP Telephony and Call Center solution for small and medium-sized businesses. GTP plans, designs and implements complete IP Telephony / Call Center solutions & converged voice/data networks with products & technology from Cisco Systems. **Our solutions feature:**

- Desktop and wireless LAN IP phones
- Centralized, server-based call processing with Cisco Call Manager
- Integrated voice & email messaging using Cisco Unity
- Gateways to public telephone networks & legacy PBXs
- Automated call distribution & interactive voice response for call centers based on Cisco IPCC Express

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www.greenwichtech.com

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New York, NY 10170
Phone: (212) 972-6200
Fax: (212) 972-6201
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VoIP Solutions
Virtual Booth 3959 • Virtual Product 1874

3Com

Let ALC Services take the mystery out of Voice Over IP (Internet Telephony) and show you how the awarding winning 3Com NBX can deliver a significant cost savings by converging Voice and IP services onto a single unified platform, thus reducing your cost of ownership by eliminating dual IT support costs.

ALC Services Inc.

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Fax: (817) 275-5201
WEB: www.alcservices.com
EMAIL: sales@alcservices.com

VoIP/PSTN Phone System
Virtual Booth 4051 • Virtual Product 1996

$1,793

TalkSwitch, Centrepoint Technologies' hybrid phone system, combines traditional and VoIP telephony for offices with 1 to 32 users per location at breakthrough prices. With rich features including auto attendants, voicemail, remote extensions and much more, TalkSwitch improves image, reduces communication costs and keeps you connected everywhere. It's the easiest system to install, configure and use.

Centrepoint Technologies

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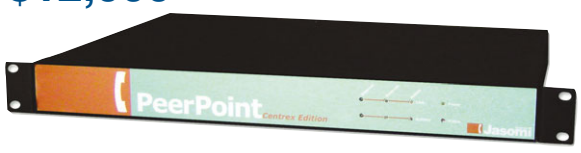
Ottawa, ON, Canada K1Z 8P9
Phone: (888) 332-9322 x 301
Fax: (613) 725-2898
WEB: www.talkswitch.com
EMAIL: sales@talkswitch.com

VoIP Across NAT Firewalls
Virtual Booth 3722 • Virtual Product 1400

Starting at
$12,000



PeerPoint transparently traverses NAT firewalls with no additional customer premise equipment required and no replacement of the existing security infrastructure.

- Reach Subscribers behind firewalls
- Serve VoIP through existing firewalls
- Resolve Compatibility issues
- Intrusion Prevention and Session Control

Jasomi Networks
The Network Boundary Experts

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OEM VoIP Appliance
Virtual Booth 1351 • Virtual Product 1763

MSRP
$399

Acrosser AR-M9919 with WinCE.net
- Embedded solution w/ TUI, VAIL, complete network stack
- Low power and fanless 300MHz processor
- On-board compact flash slot for IDE solution
- VGA/ KB/Ethernet/Serial ports/PC-104 expansion
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WEB: www.acrosser.com
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Switched Video
Virtual Booth 4081 • Virtual Product 2043

Broadband Multimedia-Service Router (BMR) is an intelligent, highly versatile routing and switching platform that delivers broadcast or on-demand video services with reliability, scalability and efficient resource utilization.The BMR features BigBand's NativeMedia Operating System, which enables operators to rapidly add a wide range of digital media services without overhauling existing architectures.

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Fax: (650) 995-0060
WEB : www.bigbandnet.com
EMAIL: sales@bigbandnet.com

Broadband Wireless Access
Virtual Booth 4079 • Virtual Product 2041

- 5.8GHz frequency band & data rates up to 72 Mbps
- Highest power OFDM radio for NLOS operation
- 400mW output radio extends 5.8GHz ranges to unprecedented distances
- Digital baseband, radio & antenna combined into a single, weatherized outdoor system with PoE support
- Achieves near or non-line-of-sight (NLOS) links
- Wire-speed, secure connections w/AES encryption

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Last Mile Connectivity
Virtual Booth 3942 • Virtual Product 1835

The FlightStrata Family is for enterprise customers in need of longer distance connectivity & Gigabit Ethernet speeds
- Data Speeds: up to 1.25 Gbps - from T1/E1 to Gigabit
- Max. distance: up to 4 km (2.5 Miles)
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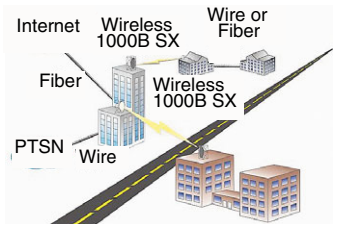
EMAIL: sales@lightpointe.com

Turnkey Wireless Solution
Virtual Booth 3962 • Virtual Product 1878



Ideal Alternative to Multiple T1s or Fiber-Optic

- 6 to 9 months ROI
- 99.99% reliability - Unaffected by weather
- Typically installed within 2 weeks in the USA
- You own the connection - No monthly payments
- Distances up to 40 miles - Bandwidth up to 1000Mbps

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IP Digital Radio Link
Virtual Booth 3838 • Virtual Product 1635

Velox LE IP
License-exempt carrier class IP backhaul solution, ideal for VoIP and low-latency applications.

- 90Mbps Ethernet
- 2.4 and 5.8GHz bands
- Point-and-click frequency selection
- Scalable bandwidth
- Split configuration and all-indoor options
- Fully SNMP enabled

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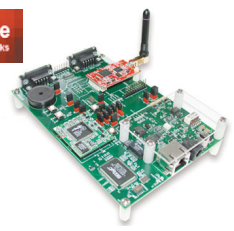
Embedded Wireless
Virtual Booth 3967 • Virtual Product 1883

ZigBee™ Alliance
Wireless Control That Simply Works



The **EM2420 radio solution** is the ideal, best in class communications product for a wide array of low-cost, power-efficient, low data rate applications. It comprises multiple microcontroller interface, reference designs and the ground breaking **EmberNet embedded networking software.** It is designed to comply with the IEEE 802.15.4 short-range wireless standard and easy over-the-air upgrade.

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EMAIL: sales@ember.com

WLAN Access Point
Virtual Booth 3761 • Virtual Product 1525

BeaconPoint™ dual band-access points provide radio frequency[RF] coverage anywhere that wireless service is required on the BeaconWorks™ wireless network. BeaconPoint's plug-&-play technology greatly simplifies the installation process, simply plug it into the network and it automatically discovers the appropriate BeaconMasters wireless router and is automatically added to the network.

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Wireless Networking System
Virtual Booth 3907 • Virtual Product 1778

Access/One Network by Strix Systems
- Mesh Networking: Self-configuring, self-tuning, and self-healing
- True wireless: No wires, even to the Access/One nodes
- Manageable: System level management from a single point
- Secure: Advanced tools to authenticate, encrypt, & monitor
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EMAIL: sales@strixsystems.com

Secure 802.11b/802.11g AP
Virtual Booth 3709 • Virtual Product 1312

- Integrated 802.11b & 802.11g WLAN access point
- Integrated antivirus, firewall, VPN, content filtering & intrusion detection & prevention services to both wireless & wired connections
- Ideal solution for small businesses, enterprise remote offices, retail stores and broadband telecommuter sites

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Wireless Router
Virtual Booth 2909 • Virtual Product 1273

ZFS1104WE - Wireless 802.11 Router w/ built-in access point and integrated four-port 10/100Mbps switch
Excellent range, Fully backward compatible, Interoperability, Flexibility...more!
802.11b&g/128-bit Encryption/Firewall/NAT/ Web-based Management

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Wireless Solution
Virtual Booth 4026 • Virtual Product 2161

Wireless-G
120GB Server
$599

eGig's powerful line of Wireless-G products offer speeds 5 times faster than traditional 11b wireless and improved range. Now you can play video, copy files, print, and access the Internet with complete mobility and no wires. They even work with standard 802.11g (up to 54Mbps) and 802.11b (up to 11Mbps) wireless products. For complete networking solutions, contact eGig today.

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WLAN Router
Virtual Booth 3761 • Virtual Product 1526

BeaconMaster™ WLAN Router

BeaconMaster controllers are high-performance platforms that provide centralized intelligence for the Chantry WLAN solution. Each BeaconMaster is a full-functioning router that aggregates all access points-BeaconPoints as well as third-party access points-into what appears as individual, centrally managed IP subnets to the rest of the network.

Chantry Networks

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Fax: (781) 547-0059
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WLAN Switching System
Virtual Booth 3712

Starting At
$3,000

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Aruba 2400 - Regional Headquarters Wi-Fi Switch
Aruba 800 - Branch Office Wi-Fi Switch
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- Centralized Wireless LAN Switching
- Advanced RF Management
- Standards-Based Enterprise Mobility

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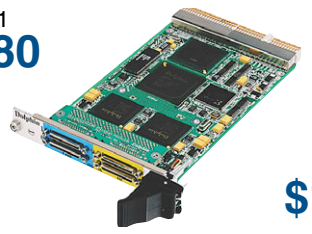

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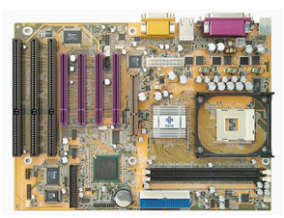

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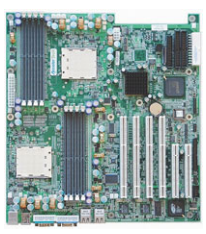

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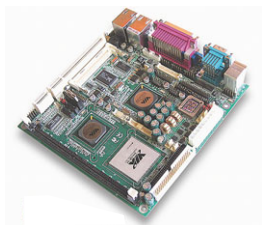

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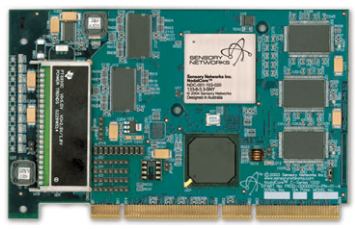

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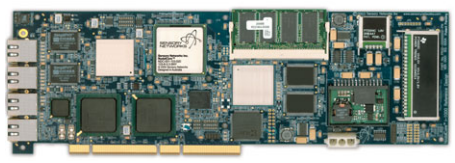

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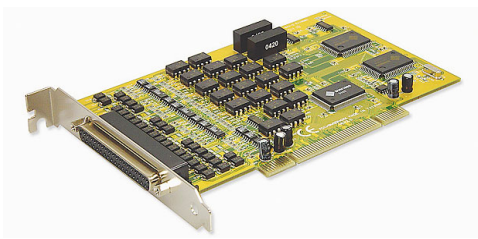

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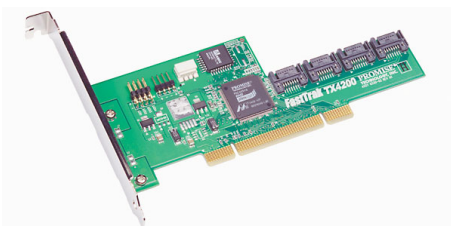

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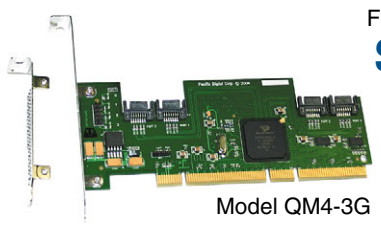

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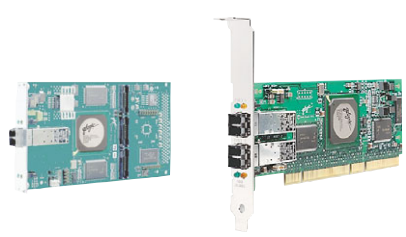
Fibre Channel HBAs
Virtual Booth 4049 • Virtual Product 1992



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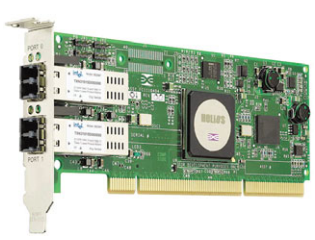
4 Gb/s Fibre Channel HBAs
Virtual Booth 4142 • Virtual Product 2117



The Emulex LightPulse™ LP11000 HBA Family:
- Full bandwidth support at 4Gb/s Fibre Channel speed
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iSCSI Accelerator
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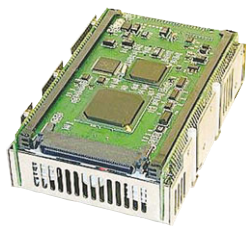
Server I/O Accelerator
Virtual Booth 3662 • Virtual Product 1223



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Bar Code Scanner
Virtual Booth 3930 • Virtual Product 1815

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Data Collection
Virtual Booth 216 • Virtual Product 1584

Symbol PDT 6846

Features & Benefits
- 46-Key Alphanumeric DOS-based Architecture
- Forward Scanning
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Ryzex sells, services, rents, buys and repairs all major brands of barcode data collection equipment.

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Palm Pilot With Scanner
Vitual Booth 4190 • Virtual Product 2212

Starting at
$995

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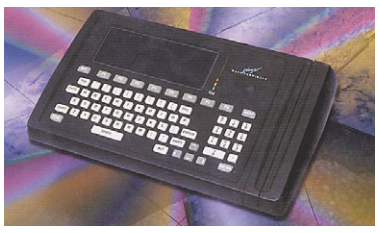
Data Collection Computer
Virtual Booth 3869 • Virtual Product 1704



The LINX VIII is a powerful data collection alternative for those situations when the familiar look and feel of the MS Windows interface and management tools are desired. Running Microsoft's next generation embedded operating system, CE.NET, the LINX VIII allows you to use your existing Microsoft desktop development skills with off-the-shelf Visual Studio .NET to create managed code solutions.

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Remote Server Management
Virtual Booth 22 • Virtual Product 1233

UltraMatrix™ Remote
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- Secure encrypted operation with computer access control
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- No need to power down servers to install
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IP KVM
Virtual Booth 2888 • Virtual Product 988

$6,500

Kaveman 16 - remote server management unit
- Up to 6 simultaneous, independent users
- Full BIOS level access and remote power cycling ability
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UltraConsole™
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KVM Command Center
Virtual Booth 3710 • Virtual Product 1327

Model: B020-016

Control an entire network in just 1U rack space-includes keyboard, 15" LCD screen, touchpad and 16-port switching capability

- Tilt-up console, easy-slide drawer
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Power Pad 80 starts at **$249** USD

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Portable Battery Solution
Virtual Booth 4171 • Virtual Product 2170

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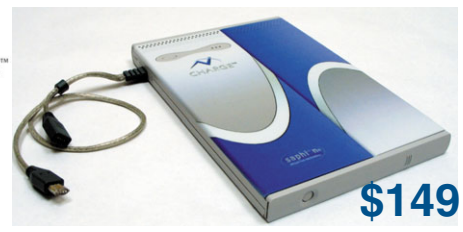

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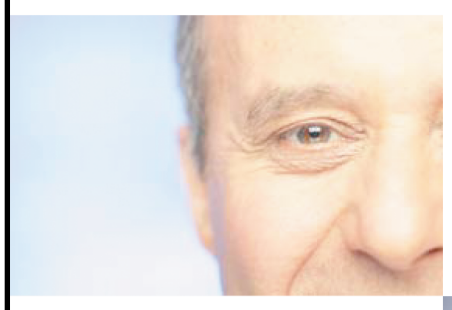

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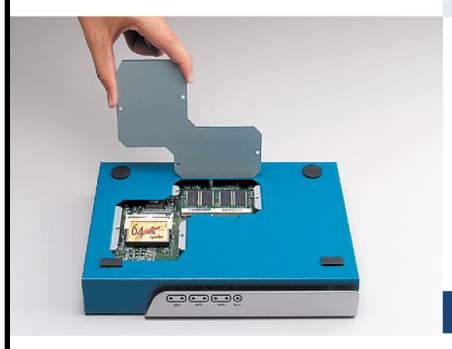

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Portable PocketJet Printers
Virtual Booth 3951 • Virtual Product 1860

$319

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Virtual Booth 4182 • Virtual Product 2198

List price
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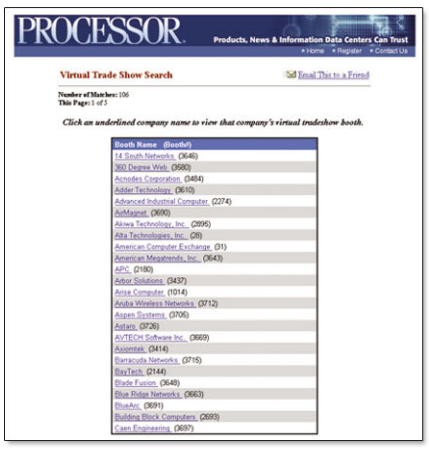

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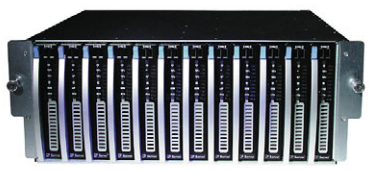

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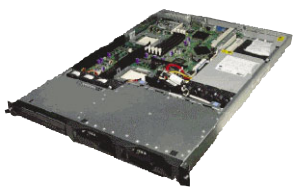
Dual Opteron Server
Virtual Booth 3783 • Virtual Product 1588



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1U Quad Opteron Server
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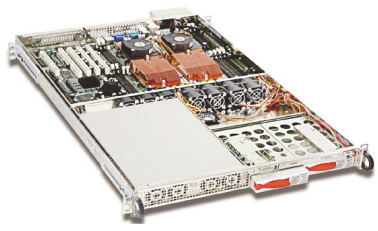

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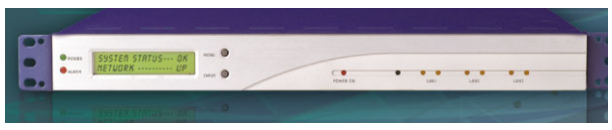

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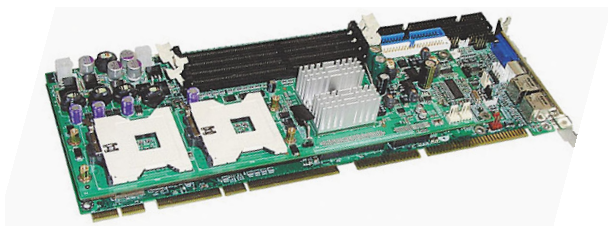

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Dual-Xeon PCI-X SBC
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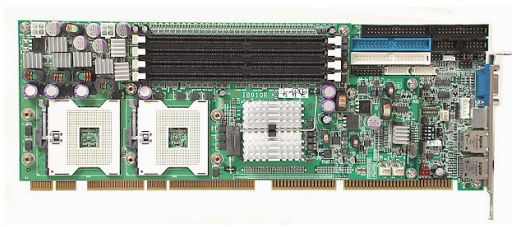

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Virtual Tape Library Appliance
Virtual Booth 3723 • Virtual Product 1445

The VTL Standard Edition Appliance, powered by IPStor®, is a turnkey solution that accelerates backup, enables rapid recovery, and consolidates management and provisioning of backup resources. It seamlessly accelerates the speed of existing third-party backup applications by using external disks to emulate industry-standard tape libraries.

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Disk-To-Disk Appliance
Virtual Booth 3420 • Virtual Product 1633

iStoRATM 4000 Disk-to-Disk-to-Tape Appliance

Disk-to-Disk-to-Tape (D2D2T); Network file replication; Migration to tape for archive; Seamless retrieval from disk or tape. Integrates up to 1.5TB of Serial ATA disk; up to 3TB of uncompressed removable tape storage in a 1x10 autoloader; Intel server motherboard with Gigabit-Ethernet connectivity; single 4U-high rack mountable enclosure.

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Virtual Tape Library
Virtual Booth 3697 • Virtual Product 1280

IPStor

- Leverages the FC or IP protocol to transfer & restore data from a disk-based virtual tape at ultra-high speeds
- Connects to SCSI and Fibre Channel backup devices
- Eliminates per server software licensing/management & also media/mechancal failue during backup/restore ops
- Add a tape library w/o changing backup software
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Virtual Booth 2919 • Virtual Product 193

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Virtual Booth 3732 • Virtual Product 1438

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Virtual Tape Controller
Virtual Booth 3914 • Virtual Product 1783

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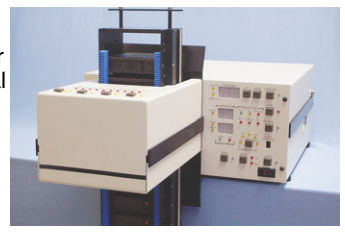
Tape Cleaner/Inspector
Virtual Booth 3734 • Virtual Product 1439

$15,745
SDLT Autoloader (includes physical defects scanner)



- Cleans, retensions & optically scans DLT, SDLT & LTO tape cartridges
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Media / Disk Degausser
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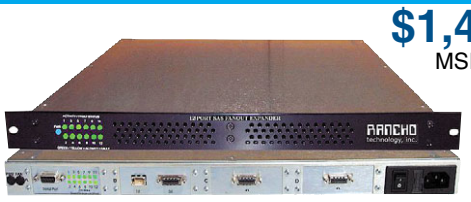
SAS Fanout Expander
Virtual Booth 4199 • Virtual Product 2275

$1,425
MSRP



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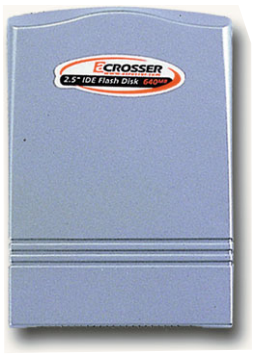

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Intelligent FC-FC Storage
Virtual Booth 3656 • Virtual Product 1218

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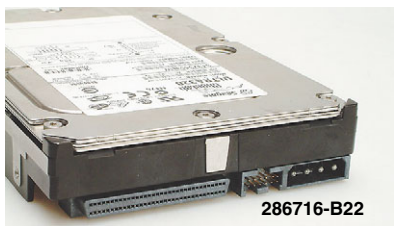

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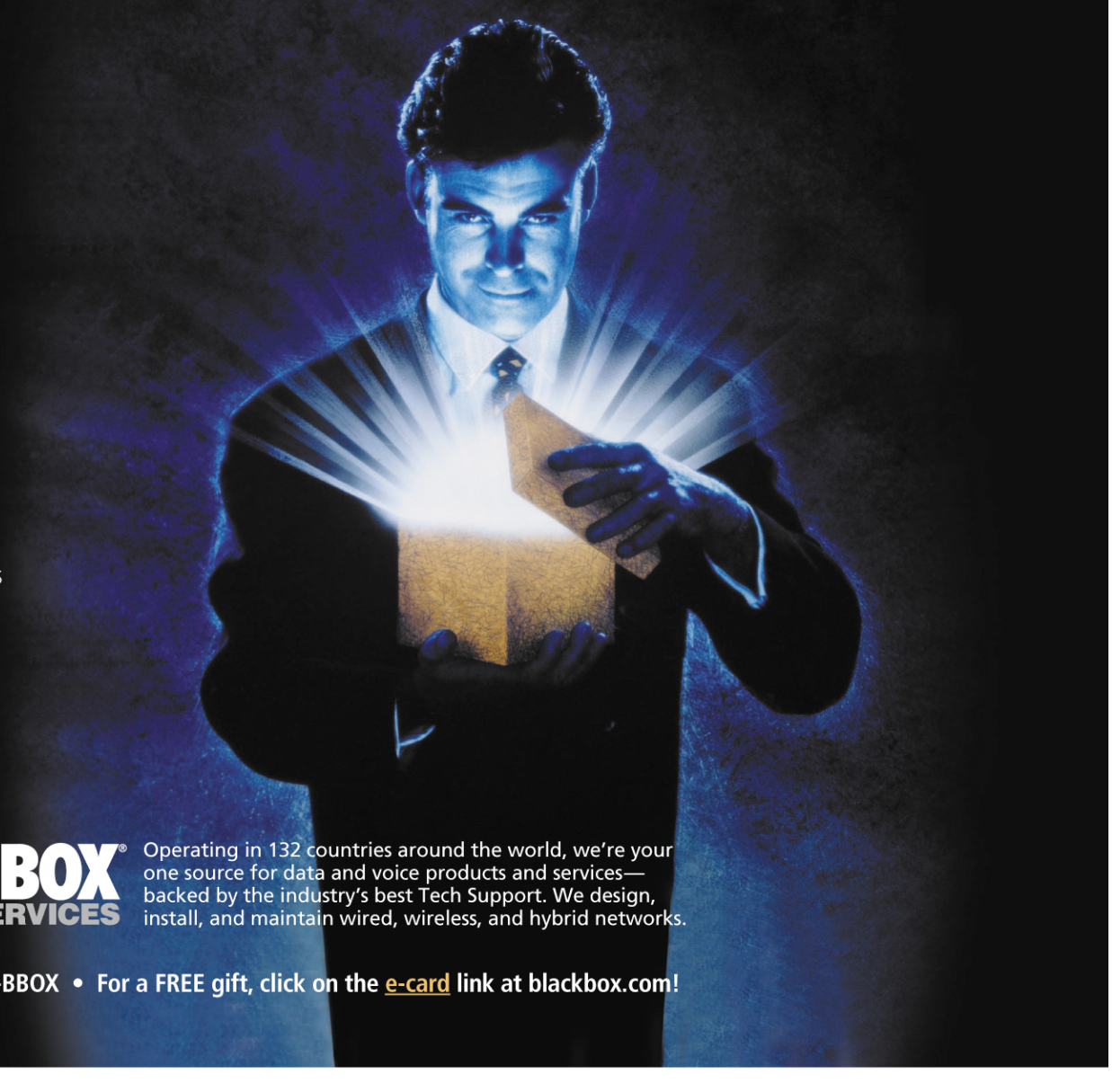

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Mini Computer Node
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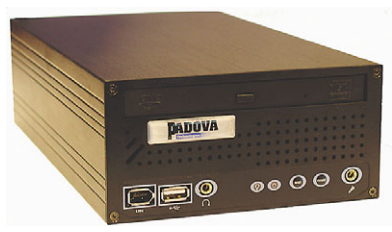

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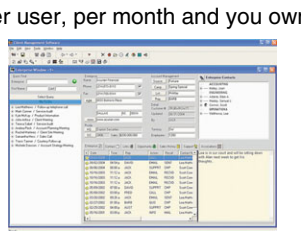

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Help Desk & CRM Solutions
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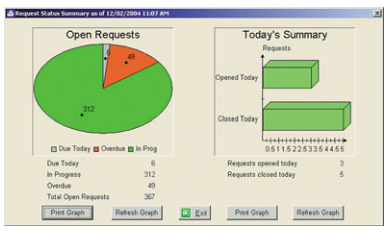

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Query Acceleration SW
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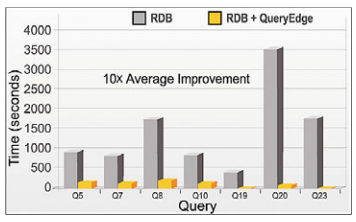

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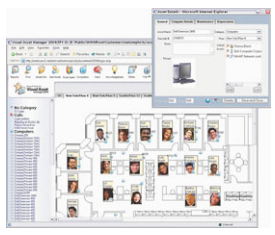

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Fax: (919) 678-0901
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EMAIL: info@ultimus.com

Automation Solutions
Virtual Booth 4097 • Virtual Product 2061

Application Automation Solutions

Tidal Software Inc is a leading provider of application automation, integration, and management solutions. Tidal provides organizations with products that ensure applications run at peak efficiency and bolster the business value that companies need to be successful.
- Increases productivity by delivering automation across a wider portion of your enterprise
- Enhances system reliability via intelligent automation and minimizes expensive downtime
- Maximizes scalability to handle your largest applications and networks
- Optimizes service and competitive advantage by speeding mission-critical business application processing

TIDAL SOFTWARE

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Fax: (650) 475-4700
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EMAIL: sales@tidalsoftware.com

Transaction Processing
Virtual Booth 3926 • Virtual Product 1808

Adaptive Server Enterprise (ASE) provides enterprises with a high performance system for data and transaction processing- for the lowest total cost of ownership. Continuing the legacy of business-critical performance and cost-effective computing, ASE 12.5.2 is faster, more efficient, and easier to deploy and maintain.

Sybase ASE is focused on the core factors that affect total cost of ownership-operational requirements, system performance, and application development. Sybase ASE includes built-in self-management tools, wizards to automate routine tasks, advanced XML and Web services support, and real-time message services when used with the Sybase Real-Time Data Services (RTDS) package.

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Fax: (925) 236-4321
WEB: www.sybase.com
EMAIL: sales@sybase.com

Application Portfolio Mgmt
Virtual Booth 3886 • Virtual Product 1734

Better IT Management, More Effective Decision Making
By accurately consolidating multiple levels of information into an enterprise-wide Application Portfolio Management (APM) system, **BluePhoenix™ IT Discovery** helps companies keep track of system inventories, resources, and interrelationships. The automated solution provides detailed impact analysis reports for centralized and distributed IT systems by mapping systemwide activity and all interactions between applications and other software components. IT Discovery provides IT and business executives with the centralized view of information needed to create an objective version of the company's IT environment. This "bigger picture" facilitates more effective understanding, management, and maintenance of IT environments, enabling companies to reduce ongoing costs and improve decision making processes.

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Leading Enterprise IT Modernization

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EMAIL: usa@bphx.com

Communication Software
Virtual Booth 4166 • Virtual Product 2153

insta-REACT! is a SIP-based converged platform for instant voice communications. It provides an all-in-one communication solution as well as a one to one, one to many, and many to many voice communications. All features are delivered on a single software user interface on the user's PC using the corporate network. The Solution provides secure, standard-based multimedia communications including:
- Instant Message (IM)
- Presence
- Numberless Dialing (Paging)
- Intercom
- Voice recording
- Conferencing
- Dynamic conferencing
- Push to talk

The system feature set is optimized to support the communications needs of any enterprise seeking instant group voice communications, remote workgroups, telecommuters and mobile workforces.

Pangean Technologies

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EMAIL: sales@pangeantech.com

Document Creation Software
Virtual Booth 4072 • Virtual Product 2032

Dialogue for enterprise personalization

Exstream's Dialogue™ software is a next generation enterprise personalization solution that helps businesses around the world connect with their customers through higher quality, fully personalized communications—delivered through print and electronic channels. Dialogue empowers companies in the financial services, insurance, service bureau, telecommunications, and utilities industries to get high-volume critical documents and relevant information to customers up to 60 percent faster, reduce development and delivery costs by as much as 80 percent, and significantly improve customer retention.

eXstream Software

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EMAIL: info@exstream.com

Project Management
Virtual Booth 4096 • Virtual Product 2059

infoSavant™ is a highly flexible, easy to use, locally controlled and integrated Knowledge System. The system facilitates in-process collaboration, knowledge capture, and organization of business intelligence, thereby providing a comprehensive knowledgebase of the project domain. Web and Win32 based.
Knowledge Systems: Topic centric. User taxonomy.
Electronic Library: Organizes files in their native format.
Workflow: Proprietary Active Queue Technology.
Collaboration and Blog Server: Discussions thread.
Decision Support: Bi-directional access between infoSavant and Microsoft Excel.
Innovative Language Support: infoSavant can be adapted to any language at your location.

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EMAIL: sales@kmsciences.com

Web Performance Software
Virtual Booth 3858 • Virtual Product 1673

Deliver LAN Performance to WAN Users
Most Web applications are fast on the LAN but slow on the WAN. Network bandwidth and latency issues as well as protocol overhead impact an application's performance. Swan Labs application optimization solution combines many technologies, including:
• Application Smart Caching - Reduces server load and latency
• Express Documents - optimizes document viewing
to provide the industry's only solution that accelerates LAN, WAN, Internet and extranet applications creating a complete solution for all users regardless of location. The NetCelera Web Accelerator boosts quality of service for CRM, enterprise portals, ERP applications and document collaboration. Download FREE Whitepapers at http://www.swanlabs.com/solutions/whitepapers/default.asp

SwanLabs

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San Jose, CA 95134
Phone: (866) 375-7926
Fax: (408) 324-5101
WEB: www.swanlabs.com
EMAIL: sales@swanlabs.com

Internet Traffic Management
Virtual Booth 3963 • Virtual Product 1880

Internet traffic management technologies provide full availability, optimal performance, and eliminate downtime. These solutions are critical pieces of any business-driving web-based application. Internet traffic management solutions include:
• **Health monitoring**
• **Load balancing**
• **Bandwidth management**
• **Traffic redirection**
• **Denial of service protection**
By using intelligent traffic management technologies, you can control bandwidth service levels across all Internet links, provide optimum server resource sharing and redundancy, accelerate responsiveness, and maximize your return on investment.

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Securing Tomorrow's Networks, Today

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Availability / Load Balancing
Virtual Booth 4168 • Virtual Product 2155

StoneBeat®

The StoneBeat product line is the market leading software-based high availability and load balancing solution for network security. StoneBeat's award-winning technology maximizes the effectiveness & availability of critical network components, such as 3rd party firewalls, antivirus protection, email/Web content scanning, malicious mobile code protection servers & intrusion detection network sensors.

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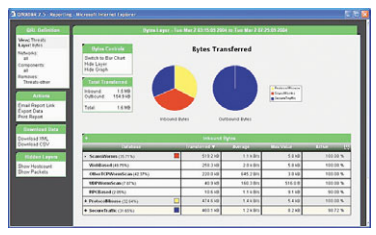
Fax: (770) 668-1131
WEB: www.stonesoft.com
EMAIL: info@stonesoft.com

Network Anomaly Detection
Virtual Booth 3945 • Virtual Product 1839

QRadar



QRadar Network Anomaly Detection
Security is focused on your network's perimeter. So who's monitoring internal activity that threatens your network? QRadar maintains 24-hour vigilance to counter these threats. It learns normal behavior, flags irregular activities and their source, then identifies corrective measures. Only QRadar can pinpoint network anomalies in real time.

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Radware Application Security Solutions deliver 3Gbps Intrusion Prevention and Denial of Service Protection securing all connected applications against viruses, worms, DoS and SYN attacks; Radware Security Activation solutions optimize best-of-breed security tools including firewalls, IDSes, VPNs, antivirus, URL filtering and anti-spamming for fault-tolerant, high-performance and scalable security architecture management.

FireProof activates firewalls, VPNs and IDSes for fault tolerant, high performing and scalable best-of-breed security tools, eliminating the security/performance tradeoff

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Content Inspection Director (CID) provides fault tolerant, high throughput and scalable antivirus scanning, URL filtering and anti-spamming for complete content security

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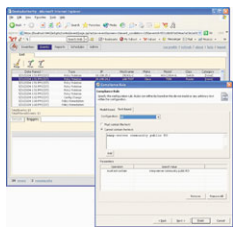
info@radware.com 888-234-5763

Change/Configuration Mgmt.
Virtual Booth 3889 • Virtual Product 1752



DeviceAuthority Suite -- the leading multi-vendor Network Change & Configuration Management solution providing:
- Real-time visibility and reporting of device configurations
- Automated compliance and standards management
- Reliable, secure, automated implementation of changes

Get your FREE guide, "Selecting a NCCM Solution" at: www.alterpoint.com/selecting

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EMAIL: info@alterpoint.com

Network Configuration
Virtual Booth 4147 • Virtual Product 2123

VoyenceControl! is a complete network configuration management solution from design to deployment to reporting. **VoyenceControl!** improves network security and increases availabilityby preventing errors from being introduced during the design or change process. **VoyenceControl!** significantly reduces the time, resources and costs associated with managing complex networks.

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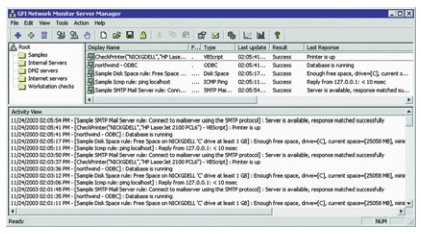
Network & Server Monitor
Virtual Booth 3805 • Virtual Product 1589

$375
(5 server license)



GFI Network Server Monitor automatically monitors your network and servers for failures and allows administrators to fix and identify issues before users report them. Alerts can be sent by email or text message. Actions, such as rebooting a machine, restarting a service or running a script, can be done automatically. Download your free evaluation version today at www.gfi.com/npp!

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Network Monitoring & Mgmt.
Virtual Booth 3935 • Virtual Product 1823

AdRem NetCrunch 3.1
- Visualize the logical & physical topologies of your network
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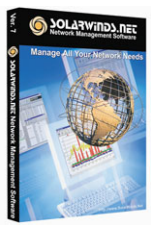
EMAIL: sales@adremsoft.com

Networking Management
Virtual Booth 4108 • Virtual Product 2079



The SolarWinds Engineer's Edition Version 7 is a suite of networking management software containing Network Discovery, Fault Monitoring, Performance Monitoring and Performance Management applications. This toolset contains the award-winning discover and fault management applications as well as security and Cisco Router management tools.

SOLARWINDS.NET Network Management Tools

8221 E. 63rd Place
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Fax: (918) 307-8080
WEB: www.solarwinds.net
EMAIL: info@solarwinds.net

Enterprise Software
Virtual Booth 4083 • Virtual Product 2046

IPsonar 3.0® enterprise software consists of several interrelated discovery processes that find routes and routers, hosts, servers, wireless access points, unauthorized connections or hosts, and perimeter leaks.

Discovery Processes
- Network Discovery
- Leak Discovery
- Server Discovery
- Wireless Discovery

IPsonar uses multiple entry points, or Sensors, within a network to form an "IPsonar Grid" sweeping the far corners of the network for anomalies. These entry points can be moved throughout your network - a portability providing the flexibility needed for managing enterprise networks that are continually being optimized or changing to meet new business mandates.

Flexible term-licensing options starting at $25,000

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Network Inventory Mgmt.
Virtual Booth 4220 • Virtual Product 2307

MetaSolv Inventory Management helps you accurately manage all the resources required to deliver communications services, allowing you to identify availability, location, and capacity of your network assets. MetaSolv Inventory Management enables you to keep your inventory "evergreen"–continually refreshed with near real-time visibility into any discrepancies between the actual network and the inventory database. In addition to helping you serve your customers better, this functionality also facilitates your compliance with financial reporting requirements like Sarbanes-Oxley.

Benefits & Highlights:
- Manage and reduce physical network inventory costs
- Facilitate management of network inventory
- Manage customer and service inventory associations
- Provide precise inventory forecasting

METASOLV® SOFTWARE

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Network Analysis Software
Virtual Booth 3801 • Virtual Product 1580

NETVOYANT

NetVoyant is a family of software products that provide network performance analysis and reporting solutions for the management of computer network infrastructure, critical servers, and applications. The system is scalable from the smallest enterprise to those with multiple locations or network operation centers where remote monitoring is required. NetVoyant automatically retrieves and compiles network statistics, performs analyses of those statistics, and provides graphical reports including baseline performance, bandwidth utilization, network volume, traffic, and trends. All solutions are available on Solaris, Linux, and Windows™ platforms.

NetVoyant lets you understand what is really happening on your network, from a LAN and WAN perspective, so that you can make informed decisions.

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Network Analysis Solutions
Virtual Booth 4011 • Virtual Product 1957

WildPackets' Omni^3 is an advanced network fault analysis platform built from the ground up to increase network uptime and IT productivity.

Key Benefits
- Faster resolution of faults
- Improved visibility into all parts of the network
- Increased uptime and network performance

Key Features
- OmniPeek Console for centralized monitoring and troubleshooting
- Distributed Omni^3 engines for packet capture and analysis
- Interfaces include 10/100, 802.11 wireless, full duplex Gigabit, and WAN

For your free eval, visit www.wildpackets.com/processor

WildPackets

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EMAIL: info@wildpackets.com

Change Management/Audit
Virtual Booth 3725 • Virtual Product 1426

FireMon is a firewall policy and device change management and auditing product

- **Comprehensive Audit Functionality** - audit any Check Point policy or Cisco device configuration to ensure compliance with corporate or governmental expectations
- **Side-by-Side Policy or Configuration Comparison** - easily track changes made to any rule base/configuration
- **Policy Test** - based on source, destination and service, determine how traffic is handled at the firewall
- **Complete Change Management** - archive and track all changes made across time and the enterprise ensuring expected and consistent behavior
- **Performance Monitoring** - monitor the performance of any Nokia or Cisco device to ensure consistent behavior and uptime

FIREMON

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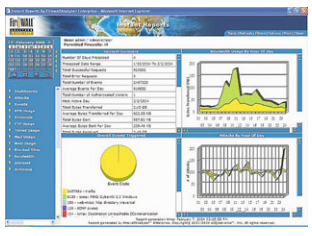
EMAIL: info@firemon.com

Network Security Analysis
Virtual Booth 3746 • Virtual Product 1474

$795
per device



Firewall Analysis, Reporting and Management
- Real-time event monitoring and policy-based alerting
- Collect, correlate and investigate firewalls, IDS, routers and antivirus servers' activity
- Identify attack source, type & destination details
- Find virus activity source, type & destination by protocol
- Analyze event details by severity

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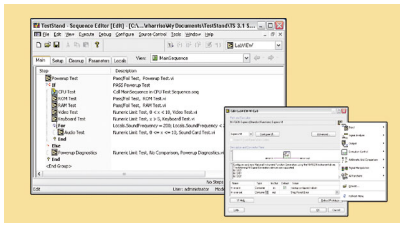
Fax: (978) 266-0004
WEB: www.eiQnetworks.com
EMAIL: info@eiQnetworks.com

Test Management
Virtual Booth 4082 • Virtual Product 2025



Develop your automated tests 4X faster with **TestStand3.1** - National Instruments newly released version of award-winning test management software. NI TestStand is a ready-to-run test management environment for automating your test and validation systems. NI TestStand is designed to maximize test-code reuse through built-in language adapters and simplify maintenance by using a modular fully customizable test-system framework.

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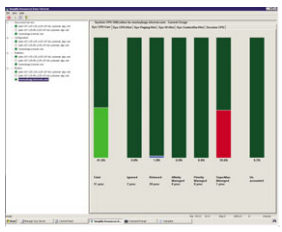
Terminal Server Mgmt.
Virtual Booth 4076 • Virtual Product 2036



triCerat provides software that simplifies the operation of the on-demand enterprise. The firm's **Simplify** applications overcome common, well-documented functionality gaps in the Terminal Server OS, giving customers a proactive mechanism for ensuring quality of service - this is Day Zero™ Protection. Licensed by over 2,500 organizations worldwide, the **Simplify Suite** creates significant ROI.

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Terminal Server Performance
Virtual Booth 4094 • Virtual Product 2057

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TScale provides improved application performance and reliability while increasing the capacity of your servers by up to 40% or more!

Get it all in a single, cost effective solution! TScale applies the appropriate combination of optimization techniques to prevent rogue applications from spiking the CPU for better user satisfaction, while reducing virtual memory for increased server capacity to reduce costs.

Key benefits include:
- Up to 40% or more users per server!
- Improved system and application response times!
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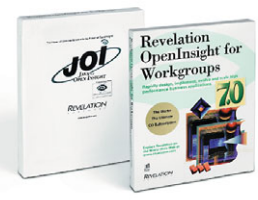
Fax: (678) 455-5551
WEB: www.rtosoft.com
EMAIL: info@rtosoft.com

Application Development
Virtual Booth 3887 • Virtual Product 1745



OpenInsight is The Application Developer's Toolkit
OpenInsight, Revelation Software's flagship product, is a repository-based applications development environment that enables development teams to work collaboratively to design, develop, deploy and scale high-performance business solutions on leading messaging and client/server platforms. Runs on both Windows and Linux.

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Content Security Kit
Virtual Booth 3953 • Virtual Product 1912

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CGM-to-SVG Software
Virtual Booth 4101 • Virtual Product 2169

Quick.SVG 2005
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Quick.SVG is Computer Graphics Metafile (CGM) to Scalable Vector Graphics (SVG) conversion software. The conversion is clean and allows for custom CGM meta data handling via XSLT. Quick.SVG provides many powerful features and can batch convert hundreds of graphics at a time. Powerful command line capabilities and API provides developers with the tools necessary to bring your legacy graphics up-to-date with the latest technology. Also, using an open standard such as SVG offers many benefits to you and your customers. The software comes with a handy Adobe SVG ViewerTM context menu editor that allows you to create a context menu to apply to all of your converted SVGs during batch processing.

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Content Transformation
Virtual Booth 3926 • Virtual Product 1809

M-Business Anywhere provides a platform for delivering Web-based content and applications to mobile devices rapidly and cost-effectively - with minimal recoding. Web developers can leverage their existing skill sets and open standards to develop and deploy fully interactive Web applications with sync-and-go or wireless capabilities. So no matter where end users are, they'll be able to tap into the information, applications and Web services they need to make more effective business decisions, more quickly than ever before. Just as importantly, you can develop, deploy, and maintain mobile Web applications rapidly and with the lowest total cost of ownership (TCO) possible. M-Business Anywhere powers the AvantGo mobile Internet service, with more than 10 million registered subscribers.

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SCSI Reference Library
Virtual Booth 3820 • Virtual Product 1613

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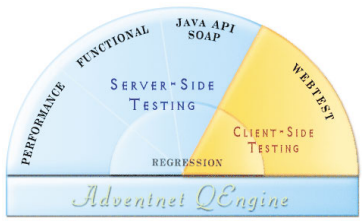
Test Automation
Virtual Booth 4098 • Virtual Product 2062



AdventNet QEngine is an extensive, platform independent Test Automation tool used for Web, functional, acceptance, performance, API and regression testing. Supports testing of applications developed using HTML, JSP, PHP, XML, SOAP, WSDL, e-commerce, traditional client/server etc. Tool is developed using Java which facilitates portability and multiple platform support Windows, Linux, and Solaris.

AdventNet Excellence Matters

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Application Mgmt Suite
Virtual Booth 4141 • Virtual Product 2114

Say goodbye to tension headaches, achy back muscles, and the pains that appear each time application issues occur. With DataVelocity you can experience: *The comfort of error free application rollouts *The ease of bug free code *The joy of a monitored, stable IT environment *And the peace of quiet phones after an application upgrade. DataVelocity are database specialists and tension easers. We protect database environments from unforeseen disasters including data corruption, application failures and more. Our purpose is to prevent your environment from suffering any outages, protect the business from any down time and provide you with time to relax and breathe.

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Wireless Access To CRM
Virtual Booth 3958 • Virtual Product 1873

Air2Web's **2CRM** is a set of mobile solutions enabling secure, wireless access to critical data from companies' FFA, Call Center, and SFA applications, including Siebel. From a wireless device, employees are able to securely access, work with, and respond to enterprise data whenever and wherever they are.

air2web

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Atlanta, GA 30309
Phone: (404) 942-5300
Fax: (404) 815-7708
WEB: www.air2web.com
EMAIL: info@air2web.com

Packaged Speech Application
Virtual Booth 4068 • Virtual Product 2027

Now you can access Microsoft™ Outlook email, calendar and appointments over the phone with **Voice Automation for Microsoft Exchange**. Whether commuting, working off site, or traveling between customers, mobile access through voice is reliable and fast. Your voice is the interface, no keyboard required to read, reply to and create new Outlook data, including appointment times and contact information. Updates are system-wide, so off site and on-premise CRM users are always in sync. It's a low-cost hosted or on-premise solution that gives you the functions of a wireless PDA, along with the ability to create update data remotely. Minimal installation and training required.

VOICE AUTOMATION

238 Littleton Road
Westford, MA 01866
Phone: (866) 781-8642
Fax: (978) 392-8679
WEB: voiceautomation.com
EMAIL: sales@voiceautomation.com

Wireless Access To Email
Virtual Booth 3958 • Virtual Product 1872

Air2Web's 2Mail solution enables wireless access to Microsoft Exchange, Lotus Domino, POP3 and IMAP based email software. With 2Mail, businesses have a single solution for offering wireless email to a variety of mobile devices, including RIM, Palm, Pocket PC, WAP, SMS & J2ME handsets. 2Mail features access to email, calendars, contact info & attachments, in addition to the ability to securely authenticate devices & users.

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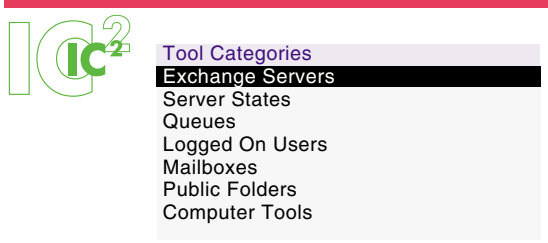
EMAIL: info@air2web.com

Remote Enterprise Mgmt.
Virtual Booth 3955 • Virtual Product 1863



Infrastructure Command and Control (IC²) is a remote enterprise management solution that enables IT professionals to securely manage all network elements remotely using a handheld device or a Web browser. With IC²'s unique shortcuts feature, complex IT tasks can be simplified into one-click operations and executed from anywhere.

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Fax: (571) 203-8310
WEB: www.ecutel.com
EMAIL: info@ecutel.com

iSeries Software
Virtual Booth 4109 • Virtual Product 2080

Software comes in many flavors on the **iSeries**, from the operating system, to middleware, to industry solutions. Of course, no discussion of software can begin unless you understand the basics about this very unique operating system, OS/400. Designed as a single entity, it offers built-in facilities such as our DB2-based relational database, communications and networking capabilities, online help and much more. On **iSeries**, the user/operator communicates with all the components of the operating system using either an intuitive graphical user interface or a standard digital presentation. Information on i5/OS™, the next generation of OS/400 operating system, is available now.

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WEB: www.CQAInc.com
EMAIL: sales@CQAInc.com

Enterprise Security Software
Virtual Booth 3826 • Virtual Product 1621

ENDFORCE Enterprise software enables enterprises to ensure users' workstations are compliant with current security policy, before granting network access. The software enforces policy for operating system patch level, best-of-breed personal firewalls and antivirus applications, and is extensible to include other emerging security products.

ENDFORCE

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Phone: (866) 777-2537
WEB: www.endforce.com

Dublin, OH 43017
Fax: (614) 923-6299
EMAIL: sales@endforce.com

Endpoint Security Solution
Virtual Booth 3940 • Virtual Product 1834

Safe Access™ ensures that endpoint devices accessing the network are free from security threats and in compliance with the organization's standards. Safe Access systematically tests endpoint devices - without the use of a client or agent - for compliance with organizational security policies, quarantining non-compliant machines before they damage the network. Safe Access ensures that the applications and services running on endpoint devices are up-to-date and free of worms, viruses, trojans, P2P and other potentially damaging software. It dramatically reduces the cost and effort of securing those devices - devices accessing the network through VPN or dial-up, devices logging onto the network directly, and devices connecting through wireless networks - devices your IT group may not have adequate control over.

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Phone: (303) 381-3800
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WEB: www.stillsecure.com
EMAIL: sales@stillsecure.com

Mobility Identity Enforcement
Virtual Booth 3966 • Virtual Product 1822

Synctomi Virtual Network Segmentation™—VNS™

Synctomi appliances combine identity-based access control, integrated worm and other threat protection with wire speed performance. By uniquely combining packet filtering and directory communications, which is integrated with a network's existing authentication method, the VNS appliance creates a unique, self-contained communication between each user and the network. Not only are resources and ports exposed on a need to know basis dynamically, the device increases security by eliminating any view of all other resources in the network topology.

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Fax: (814) 438-8203
EMAIL: sales@synctomi.com

User ID Mgmt Solution
Virtual Booth 3968 • Virtual Product 1884

AccountCourier®, Courion's automated account provisioning and user ID management solution, enables authorized individuals to instantly grant, revoke, or modify account access on any operating system, application, or Web portal without manual intervention.

AccountCourier provides:

- Clear and measurable benefits for your company's IT department, HR managers, business managers, employees, business partners, and customers.
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- Flexible technology that integrates with and leverages your existing identity stores, service desk applications, messaging systems, and IT systems.

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Fax: (508) 879-8500
WEB: www.courion.com
EMAIL: sales@courion.com

Password Management
Virtual Booth 4092 • Virtual Product 2054

Single Sign On, Flexible Password Management

SSO Plus is an easy-to-use, flexible password management product. It provides the user with the ability to access all applications on their desktop using a single user ID and password. After the user has logged onto their PC, they can access password-protected applications on their desktop without the need to enter any further credentials. SSO Plus learns the logon credentials of each application started on the user's desktop. When the application is next started, SSO Plus will automatically enter the required logon credentials. There is no need for users to write down the logon credentials for each application; no need for password synchronization, and it encourages the use of strong passwords. PassGo also has a free version of SSO Plus available for non-commercial use -- www.ssoplus.com

PassGo

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Pittsburgh, PA 15220
Phone: (888) 652-3983
WEB: www.passgo.com
EMAIL: sales@passgo.com

Password Management Tool
Virtual Booth 4115 • Virtual Product 2088

RoboForm 6.0

Imagine an online world where you no longer have to remember various usernames & passwords for the dozens of sites that you visit. The new RoboForm 6.0 password management & form filling tool memorizes online passwords, automatically logs users onto Web sites, generates random secure passwords and fills out long registration forms with one click. This latest version allows users to take their "identity" - password details wherever they travel on a USB key, along with a PDA version.

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EMAIL: ask@siber.com

Access Management Software
Virtual Booth 3763 • Virtual Product 1529

Entegrity AssureAccess

AssureAccess allows Web and J2EE application developers deploying secure e-business solutions to easily include authentication, single sign-on, authorization, audit, user management and security policy administration in their applications without building custom security code for each application.

Through AssureAccess, organizations can quickly deploy and update their security resulting in:

- More reliable security implementations
- Shorter and more predictable deployment schedules
- Lower overall application development costs

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Certificate Authority
Virtual Booth 3828 • Virtual Product 1624

Issue Universally Trusted SSL Certificates

OmniRoot is the exclusive public root certificate predistributed in 99% of the world's Web browsers as well as a wide range of IT platforms and other devices such as mobile phones.

By chaining your identity and trust infrastructure to OmniRoot, you can guarantee that the digital certificates you issue will be automatically recognized and accepted by your end-users' browsers since they both link to a common trust point.

Betrusted offers both prepackaged and custom tailored SSL certificate solutions that incorporate OmniRoot - So whether you need to secure one server or multiple servers there's a service for you.

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Web Authentication
Virtual Booth 3944 • Virtual Product 1838

Entrust TruePass™

You can't choose your users; however, you can choose their method of authentication. Entrust TruePass delivers strong authentication for the Web that is easy to use - increasing security and reducing help-desk calls to a minimum. It is easy to deploy and allows users maximum mobility to access sensitive applications from any location through only a Web browser.

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Fingerprint Logon Software
Virtual Booth 3866 • Virtual Product 1702

Security. Mobility. ROI. Coming to an operating system near you. The **Identix BioLogon® Software Suite** offers the complete solution for all your desktop and network fingerprint authentication needs. A complete multifactor authentication solution, BioLogon provides fingerprint and password support. The result: increased security, lower administrative costs, and added convenience.

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Fax: (952) 932-7181
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Secure Authentication
Virtual Booth 3833 • Virtual Product 1629

Datakey Axis is a **software** and **Smart Card solution** that delivers simplified & secure authentication for a full range of enterprise applications & network resources. It provides a definitive answer for those enterprises that are struggling with password-based authentication environments. Datakey Axis takes the user out of the security loop so organizations regain control of authentication.

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WEB: www.datakey.com
EMAIL: sales@datakey.com

Remote Access Authentication
Virtual Booth 3651 • Virtual Product 1206

COBAS REMOTE ACCESS™ (VPN)

COBAS is the most secure and versatile authentication software in the world. The platform can work with any operating system, biometric or Smart Card Reader and allows you to store templates in a Centralized Database, localized hard drive, or Smart Card. Imagine entering your "username only" and hitting the login button and two seconds later wherever you're at the phone rings and performs a dual factor, tri-factor or multiperson authentication without having to run any client side software on that computer, laptop or PDA. The reason this method is so secure is because we split the pathway between the username and password, never sending pass-words or credentials over an IP-based network.

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WEB: www.sftnj.com

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Optical Fingerprint Reader
Virtual Booth 3866 • Virtual Product 1701

The BioTouch® PC Card provides a fully functional optical fingerprint reader inside a single Type II PC Card.

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Triple Factor Authentication
Virtual Booth 3516 • Virtual Product 1919

Biometric PKI Network Enterprise Solution

With the **BioStik™**, Index Security Inc. and partner SecureMethods provide a Bio-PKI Network Solution offering "Triple Factor Authentication"; a legally binding digital signature with a Transaction-based Audit Trail. Our Bio-PKI solution is the highest level of data security today, DoD grade. An embedded PKI appliance mechanism grants your users access biometrically, with a digitally signed and encrypted remote access to your servers especially via the Web, at the same time it leaves a complete audit trail of transactions of file accesses, including who, what, when, where, and how they did it rather than by normal session base. This solution seamlessly provides the highest level of security, for multiple application servers without the need for modification and is at a reasonable cost, without client licensing charges.

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PC & Data Protection
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SmartCard Security Software
Virtual Booth 3580 • Virtual Product 1162

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EMAIL: sales@360degreeweb.com

Database Auditing Software
Virtual Booth 4027 • Virtual Product 1966

WizRule® automatically reveals all the rules governing the data and points out cases that deviate from the discovered rules as suspected errors. The rules can be if-then statements, mathematical formulas or spelling regularities. **WizRule** detects symptoms of fraud in the data, exposes suspicious exceptions and discovers relations among data fields.

Features and Benefits

- Reports the rules, and the cases deviating from the norm.
- Displays the contents of the deviated cases.
- Reveals and lists spelling errors in names and values
- Reads dbf, MS Access, MS SQL, Oracle, ASCII files and any ODBC compliant database
- Easy-to-use interface based on Windows 9x / NT / 2000 / XP.

WizSoft

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Syosset, NY 11791
Phone: (516) 393-5841
Fax: (516) 393-5842
WEB: www.wizsoft.com
EMAIL: sales@wizsoft.com

Database Security
Virtual Booth 4077 • Virtual Product 2037

Audit Suite provides a powerful, non-intrusive, data-security solution for corporate databases with a 24x7x365 audit-trail of all SQL requests. This ensures accountability and deters eavesdropping by trusted insiders.

- Detailed knowledge of who did what & when
- Instant regulatory compliance with SOX, HIPAA
- Security policies, real-time policy driven alerts
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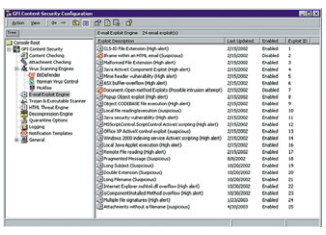
WEB: www.incachetech.com
EMAIL: info@incachetech.com

Email Security For Exchange
Virtual Booth 3805 • Virtual Product 1592



GFI MailSecurity for Exchange/SMTP is an email content security solution that protects against known & unknown viruses and threats at a competitive price (unlimited users: $3,750; 100 users: $950). Key features: multiple virus engines, content checking, intelligent heuristics-no virus updates required, exploit detection, threats engine, Trojan / Executable Scanner & more. Download free eval @ gfi.com!

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Web Server Anonymization
Virtual Booth 4151 • Virtual Product 2126

servermask

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ServerMask modifies your Web server's "fingerprint" by removing unnecessary HTTP response data, modifying cookie values, and adjusting other response information to obscure the identity of your server. Successful obfuscation can confuse hackers, making it more likely they try the wrong exploits first -- and are more easily identified by a firewall or intrusion detection system.

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Security Linux
Virtual Booth 3726 • Virtual Product 1427

Award-Winning Security Solution

Astaro Security Linux provides six essential applications in a single, easy-to manage package. It eliminates the need for multiple security products, which saves time & money. It includes firewall, VPN, antivirus, URL filtering, spam filtering, intrusion protection, remote access, application proxies, usage reporting and much more.

astaro internet security

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Network Security Platform
Virtual Booth 3699 • Virtual Product 1285

Are your networks and routers easy prey?

Defend against perimeter intruders with one solution.

- DeepNines is the front line of defense in the battle against cyberattacks.
- DeepNines Security Platform integrates intelligent firewall, intrusion prevention, best-in-class antivirus functionality, spam filtering and forensic capture and reporting into a security software platform that operates outside the network infrastructure.
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Secure Instant WAN
Virtual Booth 3971 • Virtual Product 1888

The **Inter-Business Vault™** enables the creation of secure instant wide area networks (WANs) for connecting enterprises with partners, customers and sub-contractors over the Internet - enabling them to exchange information as if they have deployed a shared WAN, but without actually doing so. Cyber-Ark's leading Vaulting applications include Treasury Management Vault, CAD/CAM Vault, and Source Code Vault.

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SSL VPN Solution
Virtual Booth 3694 • Virtual Product 1274

Netsilica EPN delivers scalable, secure deployments that fit your network & your remote access needs. Granular, application-level controls for every user that integrate with any authentication/authorization system (I&AM) for a complete enterprise solution.

- Complete Application-Aware Firewall
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NetSilica

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WEB: www.netsilica.com
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SSL VPN for Windows
Virtual Booth 4078 • Virtual Product 2040

OvisGate is browser-based Secure Sockets Layer (SSL) VPN software solution for Windows and can run on any Windows 2000 and XP computer. It builds a Virtual Private Network on the Internet in minutes and no client hardware or software needs to be installed. With OvisGate SSL VPN software installed, users can access a corporate intranet from anywhere, anytime and access it securely.
OvisGate is the perfect solution for small businesses that need to provide confidential information to remote users, to multi-locations, to employees on the road, or to business partners or customers in need of accessing the corporate intranet. The time and energy saved by using OvisGate makes it the more financially safe and least problematic solution to your corporate access needs and it has the lowest cost among VPN solutions in the market.

OvisGate Software

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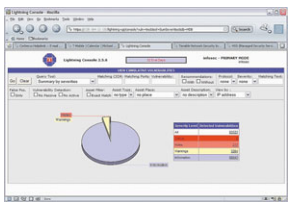
EMAIL: sales@ovisgate.com

Security Management
Virtual Booth 3724 • Virtual Product 1425

Lightning 2.5



- Manages vulnerabilities and IDS events for small and large organizations
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Real-Time Event Correlation
Virtual Booth 3994 • Virtual Product 1940

NetMonSecure™ is the first real-time event correlation technology to merge network security and network data management into one offering.

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- Automated real-time drill-down forensic analysis without programming
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- ***Mini-Com®* Angled Flush Mount Modular Patch Panels** include rear mount faceplates, allowing the modules to be flush with the front of the patch panels
- ***Mini-Com® Ultimate ID™* Angled Modular Patch Panels** provide TIA/EIA-606-A compliant installations or customized labeling for specific applications

Mini-Com® Patch Panels accept all *Mini-Com®* Modules for copper, fiber and coax to facilitate future upgrades. *PANDUIT* offers a range of cable management products with integral bend radius control that, when used with angled patch panels, eliminate the need for horizontal cable managers. In combination, these products provide the user with the ultimate high-density cable management system.

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- Multiple Time Delay™ power up

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Virtual Booth 4064 • Virtual Product 2019

StealthWatch + Therminator

Lancope's StealthWatch+Therminator is the thermodynamic, behavior-based threat detection and network intelligence solution for real-time visualization of network traffic and patternless detection of known/unknown attacks.

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Fax: (770) 225-6501
WEB: www.lancope.com
EMAIL: info@lancope.com

Enterprise Log Analysis
Virtual Booth 3724 • Virtual Product 1429

Thunder 1.0

- Log aggregation for multiple organizations and technologies
- Application analysis of Secure Shell, Apache, Sendmail and many others
- Firewall analysis of Checkpoint, PIX, NetScreen and many more
- Support for common routers, operating systems and even sniffers
- Works with the Lightning Console
- Easy to install, configure and operate

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Fax: (410) 510-1889
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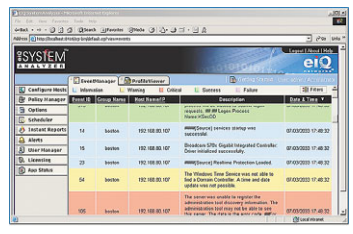
EMAIL: sales@tenablesecurity.com

System Event Log Analysis
Virtual Booth 3746 • Virtual Product 1485

$795 per every 10 hosts



Centralized Windows, UNIX and Linux System Event Log Analysis

- Agentless centralized analysis and reporting
- Compliance reporting--HIPAA, GLBA, Sarbanes-Oxley
- Host grouping for event prioritization and reporting
- Real-time alerting and automatic notification
- Centralized event manager and reporting portal

eiQ networks

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Acton, MA 01720
Phone: (978) 266-9933
Fax: (978) 266-0004
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Server Status Monitor
Virtual Booth 3934 • Virtual Product 1821

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- Automated responses and alerts
- Event log notification
- Security risk profile checking
- Detailed analysis reporting
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- 30-day product evaluation

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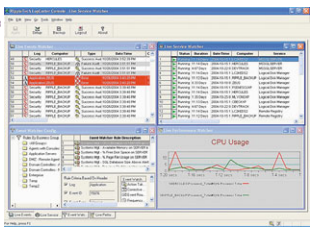
EMAIL: sales@sunbelt-software.com

Event Log Monitoring
Virtual Booth 4114 • Virtual Product 2087

LogCaster



Meet security, auditing & compliance requirements for SOX, GLBA, HIPAA and other regulations with RippleTech's LogCaster. Try a free 30-day evaluation and let our experts guide you through the install and 'best practice' configurations to ensure the results that you require.

Visit www.rippletech.com or call today!

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Security Compliance Solutions
Virtual Booth 4196 • Virtual Product 2230

Blue Lance's multiplatform network auditing and monitoring software assures the integrity of files containing financial data for principal executive officers at publicly traded companies.
LT Auditor+ records all network activities from the operating system level, creating detailed, secure audit logs.
LT Auditor+ provides the abiltiy to monitor Windows Servers and Workstations, Netware Servers, and SYSLOG-enabled computers/applications (including Unix Servers, Newtork Devices and firewall appliances).

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Fraud Screening Solution
Virtual Booth 4016 • Virtual Product 1958

When it comes to screening for fraud.... who can you trust?

If your company conducts a high volume of customer transactions and you're looking for ways to minimize fraud and bad debt, **Lightbridge is the name you can trust.** We've screened hundreds of millions of customer applications since 1989, helping our clients avoid billions of dollars in fraud. Lightbridge fraud screening tools are part of the most comprehensive suite of automated fraud and risk management solutions available. Our automated processes determine the validity and risk profile of each new applicant before they become a customer. Lightbridge and integrated third party products deliver proven results for:

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Computer Forensics SW
Virtual Booth 3880 • Virtual Product 1724

PRODISCOVER

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- Incident Responses
- Disk Forensics

Features
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- Finds Trojans and rootkits that hide in your system
- Generates evidence quality results and creates reports
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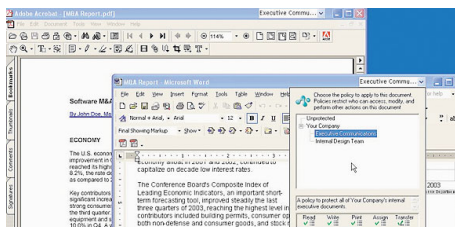
Fax: (619) 435-0465
WEB: www.techpathways.com
EMAIL: sales@techpathways.com

Intellectual Property Security
Virtual Booth 3868 • Virtual Product 1703



Liquid Machines is the only Enterprise Rights Management software solution that provides unprecedented protection by securing information at the source of any application. Liquid Machines encrypts digital information with persistent access and usage policies that remain with data regardless of where it goes. It allows you to share information inside and outside the enterprise while retaining control.

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Network Security Software
Virtual Booth 3975 • Virtual Product 1906

The Enforcer/EI

Enforcer/EI software agents monitor networked computers and send notifications when corporate policy is violated. Enforcer/EI uses revolutionary parallel processing architecture that provides unsurpassed enterprise security management.

- Enforces security policy
- Operational notifications sent 24/7/365
- Assures privacy
- Platform independent
- Small footprint
- Nominal network traffic
- Exception based
- Minimal administration

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Vulnerabiltiy Management
Virtual Booth 4017 • Virtual Product 1959

SecurityExpressions

Audit and Compliance

SecurityExpressions enables you to audit and remediate desktops and servers for operating system configuration settings, application configuration settings, unauthorized hardware/software, industry-known vulnerabilities, software patches and other advanced settings, such as system utilization and user account activity. The solution can audit against home grown or customized best practices system security policies such as those published by Microsoft, IBM, SANS, and NIST. SecurityExpressions offers both an agent-based and an agentless approach to system audit and compliance, meeting the needs of any environment.

List Price: $795 per server and $29 per desktop

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Policy Compliance
Virtual Booth 4075 • Virtual Product 2035

Compliance Management solutions from BindView help organizations satisfy IT security requirements for regulations including **Sarbanes-Oxley, HIPAA, GLBA** and **Basel II**. With BindView, customers are in control of their security policies and procedures, with capabilities to help ensure successful IT audits and compliance.

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Enterprise Security Mgmt.
Virtual Booth 4164 • Virtual Product 2147

Allegent Technology Group dramatically improves and sustains enterprise security by providing integrated threat management software that automatically detects and responds to vulnerabilities before they result in breaches and outages.

SolventView™, employed to protect networks at the 2004 Summer Olympics, is the industry's leading Integrated Security Management Platform (ISM). Through an open distributed architecture, SolventView™ integrates and evaluates data from all relevant network assets to proactively protect networks in real-time. SolventView™ integrates seamlessly with legacy systems and third-party products, and includes and centrally manages all security functions, such as VA, IDS, Policies, Rules, Asset Discovery, Forensics, and Compliance Enforcement.

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Internet Usage Filter
Virtual Booth 3782 • Virtual Product 1545

DynaComm i:filter®

This state-of-the-art Internet filter has capabilities to protect you, your organization and your employees. It comes with everything you need to effectively manage, filter and report on your organization's Internet usage and it can be easily installed in almost any network topology. Comprehensive reporting and the industry's largest database help ensure that your Internet resources are being used appropriately.

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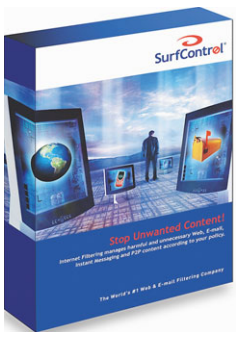
Web Filtering Solution
Virtual Booth 3947 • Virtual Product 1853



SurfControl Web Filter provides tools needed to understand and manage Internet usage in a way that best suits your business needs. For maximum protection from the threats of harmful and inappropriate Internet content, SurfControl Web Filter incorporates: quality content understanding, Adaptive Reasoning Technology, flexible deployment options, ease-of-use and comprehensive reporting & analysis. Call for quote.

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Web Filtering and Security
Virtual Booth 4143 • Virtual Product 2118

Websense, Inc. enables organizations to manage employee Internet use through multilayered Web filtering and security solutions. This employee-centric approach protects organizations from new and emerging threats such as spyware, phishing and malicious mobile code, and complements traditional security solutions. Websense award-winning and industry-leading filtering solutions help organizations manage how employees use the Web.

- Manage employee Internet access
- Mitigate exposure to zero-day security threats
- Prevent spyware and malicious mobilecode
- Block peer-to-peer (P2P) file sharing

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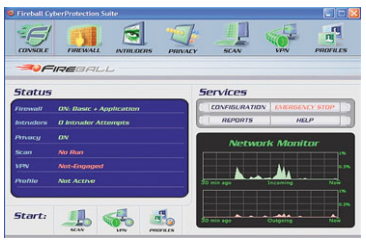
EMAIL: info@websense.com

Endpoint Security
Virtual Booth 4091 • Virtual Product 2053



Fireball Enterprise is state-of-the-art endpoint security software for desktop & mobile computers. The first & only centrally managed, integrated solution that combines the layered protection of a personal firewall, intrusion detection system, privacy controls, system assessment, Web/application recording, spyware & an IPSec VPN. Controls all levels of network traffic and communications.

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Mobile Security Management
Virtual Booth 3785 • Virtual Product 1550

Advanced, Policy-Enforced Client Security Protection

- Next-generation operating system kernel-layer security technology ensuring a much higher level of security than first-generation personal firewalls
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Mobile Security Software
Virtual Booth 4221 • Virtual Product 2311

CREDANT® Mobile Guardian (CMG) Enterprise Edition

This award-winning, scalable mobile security and management software platform enables organizations to easily secure and manage disparate mobile and wireless devices from a single management console. With CMG, companies can cost-effectively support a mobile workforce and improve employee productivity while guarding against the financial loss, legal liability, regulatory compliance issues and/or significant brand damage associated with the loss or theft of mobile data.

CREDANT Technologies is the market leader in providing software enabling organizations to control security enterprise-wide for mobile and wireless users. CREDANT makes it safe for organizations to use notebooks, tablets, PDAs and smartphones to increase employee productivity.

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Computer Theft Recovery
Virtual Booth 3917 • Virtual Product 1789

PCPhoneHome/MacPhoneHome Enterprise™

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- Can be installed using a variety of popular "network push" techniques or disk imaging utilities.
- Installation is completely transparent
- Your organization's contact and ownership information is hardcoded directly within your custom Enterprise version.
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Laptop Security Software
Virtual Booth 4018 • Virtual Product 1960

1-yr per laptop
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zTRACE GOLD is a stealth tracing and recovery application that remains udetectable & unerasable on your laptop's hard drive. If the laptop is reported stolen, the computer reports its own location the next time it is connected to the Internet! That Information is immediately forwarded to the zTrace Recovery Team, who works in conjunction with local law officials to recover your laptop.

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www.zTrace.com

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Anti-Spyware Solution

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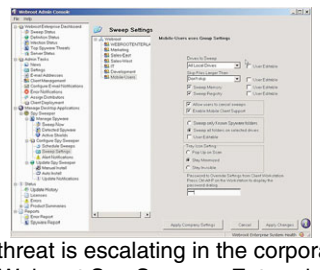
Internet Privacy Software
Virtual Booth 4213 • Virtual Product 2270



The spyware threat is escalating in the corporate environment. Webroot Spy Sweeper Enterprise is an award-winning, comprehensive spyware solution for corporations that actively protects against all types of spyware, adware, Trojan horses, system monitors and other potentially unwanted programs. Please visit our Web page for additional information about our Internet privacy products.

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Antispam
Virtual Booth 3698 • Virtual Product 1284

PreciseMail Anti-Spam Gateway
"Get Precisely the Email You Want"

- Eliminates spam at the Internet gateway or mail server without filtering critical legitimate email messages
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Proxy appliances that provide visibility and control of all Web communications

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Your business depends on fast, secure and reliable access to information. It also depends on minimizing your capital and operational costs. These two potentially conflicting needs presented businesses with a stiff challenge - Until now.

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Transform your storage investment into a business asset, and take confidence in the knowledge that you've provided your organization with a significant competitive advantage.

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Antispam For Exchange

Virtual Booth 3934 • Virtual Product 1822

iHateSpam for Exchange

iHateSpam for Exchange™ installs quickly and easily on Exchange 5.5, 2000, and 2003 servers. Over 4,000 licenses have been deployed, making it one of the best-selling anti-spam solutions for Microsoft Exchange.

- Fast setup "configure it and forget it"
- Over 95% spam detection rate
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- Customizable treatment of spam
- 30-day product evaluation

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Antispam Application

Virtual Booth 3989 • Virtual Product 1924

Email Filtering Service Blocks Spam and Viruses —BEFORE They Reach Your Network

postini

- No hardware or software to buy
- End-users manage their own quarantined messages
- Priority antivirus updates from McAfee
- Easy to add exception rules for designated sender/domain
- Low per user per month charge (as little as $3/user)

Protect yourself or resell to your clients to lessen legal liability or improve employee productivity. Can help block directory harvest attacks in conjunction with existing firewalls. Easier to manage than server-based solutions.
Virus Protection-Spam Protection-Attachment Protection Network and IT Resources-Outbound Filtering-Reporting

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Antispam

Virtual Booth 4046 • Virtual Product 1988

Tumbleweed MailGate™ is a secure, hardened Linux-based appliance, designed to remove spam and viruses from the email systems of small, medium, and large enterprises. MailGate is the only antispam appliance on the market with true artificial intelligence, which is why InfoWorld magazine rated it #1 against all competitors.

What Makes MailGate The Smartest Antispam Choice?

- Install and configure in less than 30 minutes
- Proactive and reactive approaches capture 98% of spam with extremely low false positives
- McAfee or Kaspersky antivirus stops viruses at the network edge
- Lowest total cost of ownership for real savings
- Tumbleweed is the trusted leader in email security, with over 10 years of innovation and over 1100 customers.

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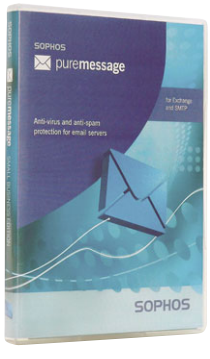
Email Management Solution

Virtual Booth 3918 • Virtual Product 1790



Sophos PureMessage for Windows/Exchange is a comprehensive, flexible email management solution.

- Policies combine anti-spam, antivirus and policy enforcement to guard against attacks such as multi-faceted spam, virus, DHA and DoS.
- Checks all email traffic passing through your email server, providing an extra layer of protection against worms and viruses

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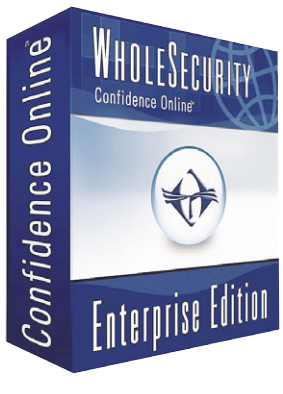
WEB: www.nwtechusa.com
EMAIL: sales@nwtechusa.com

Zero-Hour Threat Detection

Virtual Booth 3742 • Virtual Product 1449



Worried about worms, Trojan horses and eavesdropping threats? WholeSecurity's solutions deliver zero-hour protection against these types of malicious programs. With behavioral detection technology, Confidence Online™ automatically eliminates both known and unknown threats on PCs without requiring users to update signatures. Call to learn more about our on-demand and always-on deployment options!

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Microsoft SQL Audit/IPS

Virtual Booth 3901 • Virtual Product 1771

AppRadar for Microsoft SQL Server is a host-based, database intrusion protection system empowering enterprises to thwart database-level attacks and malicious behavior. AppRadar provides database-specific, active protection, monitoring, and auditing. As a complementary real-time database intrusion protection system, AppRadar now makes it possible to monitor and defend the data stored within your Microsoft SQL Server database.

- Detects real attacks and misuse on the database focused on detecting and preventing complex attacks from valid users.
- Provides administrators full awareness of what has been executed, when, by whom, and where in the database. Providing an audit trail and "real-time" alerting of all database activity without any impact on performance.

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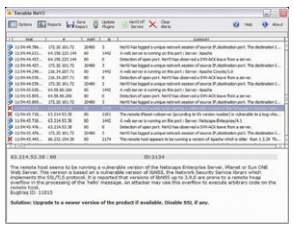
EMAIL: sales@appsecinc.com

Vulnerability Monitor
Virtual Booth 3724 • Virtual Product 1430

NeVO 2.0



NeVO Vulnerability Monitor
- Monitors network traffic to passively discover hosts, applications and vulnerabilities
- Produces vulnerability reports compatible with Nessus and the Lightning Console
- Detects successful intrusions with extremely low false-positive rates
- Available for Windows 2000, XP, Linux and FreeBSD

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Vulnerability Management
Virtual Booth 3822 • Virtual Product 1618

Intrusec Exposé - Change Management Software

You can't secure what you don't know about. Today's networks are dynamic and in a constant state of flux. Which means your security posture is changing minute by minute. Intrusec Exposé provides visibility into those changes and shows you the impact of those changes before they cause a problem.
- Proactive, near real-time change detection - When something changes, Exposé notifies you immediately, based on the rules you determine.
- Up-to-the-minute asset inventory of your network, showing all assets, ports, services, users, applications, etc. ranked by the business value to your organization.
- When a change is detected, Exposé works with your existing vulnerability scanners to tell you what vulnerabilities were created by the change.

intrusec

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EMAIL: info@intrusec.com

Exposure Risk Mgmt.
Virtual Booth 3875 • Virtual Product 1719

Skybox™ View creates a virtual model of your environment and then, by leveraging your scanned information, runs attack simulations distilling 10,000's of vulnerabilities down to the <2% that are critical because they are truly "exposed." **Skybox™ View** reduces the window of exposure from months to hours and communicates risk in layman terms to executives.

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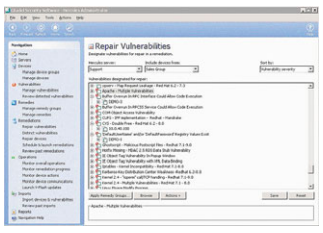
Vulnerability Remediation
Virtual Booth 3891 • Virtual Product 1755



Backdoors, unsecured accounts, misconfigurations, software defects and unnecessary services. Now you can fix vulnerabilities with **Hercules**, an automated vulnerability remediation solution created by Citadel Security Software. Hercules provides flexible, end-to-end capabilities to fix all five classes of vulnerabilities. For the first time you can proactively reduce security risks in hours, not months.

CITADEL™ SECURITY SOFTWARE

5420 LBJ Freeway, Suite 1600
Dallas, TX 75240
Phone: (214) 520-9292
Fax: (214) 520-9293
WEB: www.citadel.com
EMAIL: info@citadel.com

Disk / Data Erasing Software
Virtual Booth 4162 • Virtual Product 2145

$995

Tabernus' new Disk Purge product allows any storage device owner to completely erase all data from any and all drives. Disk Purge Declassification Software is DES/DOD endorsed for completely and thoroughly sanitizing any disk device to the following standards: DOD 5200.28, NCSC-TG-025, AFSSI 5020, OPNAV 5510 and AR-380-19 and HIPAA compliant.

Tabernus
Building Strong Foundations for Mass Storage Testing

8303 N. Mopac Express Way
Austin, TX 78759
Phone: (888) 700-8560
Fax: (512) 372-9474
WEB:http://www.tabernus.com
EMAIL: sales@tabernus.com

USB Software Security
Virtual Booth 3972 • Virtual Product 1889

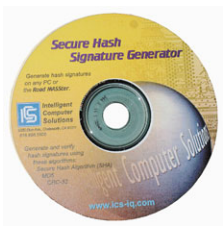
as low as **$19.95** per user

Marx Software Security offers the security token Crypto-Box USB for secure data and software protection, as well as for 2-factor authentication. The hardware key encrypts data with the Rijndael Algorithm Advanced Encryption Standard (AES). The CRYPTO-BOX Supports all Windows, Mac and Linux Operating Systems.

MARX® SOFTWARE SECURITY

2900 Chamblee Tucker Rd. Bldg. 9
Atlanta, GA 30341
Phone: (800) 627-9468
Fax: (770) 986-8891
WEB: www.marx.com
EMAIL: sales@marx.com

Encryption Software

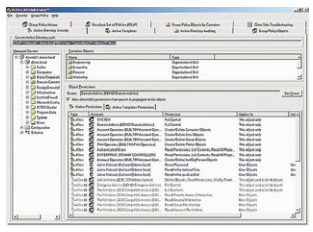


The **"Secure Hash Signature Generator"** creates signatures that are unique to the data stored on a disk drive. These signatures are used to verify intentional or accidental tampering with the drive image. The software has the ability to scan any secondary or slave drive attached to a PC or the RoadMASSter running the Windows operating system.

1627 Price Loop
Rockwood, TN 37854
Phone: (865) 354-8960
Fax: (865) 354-8962
WEB: www.ics-iq.com
EMAIL: sales@ics-iq.com

Active Directory Mgmt.
Virtual Booth 3960 • Virtual Product 1875

Active Administrator



Active Administrator is a comprehensive management and auditing solution enabling administrators to efficiently manage Active Directory Security and Group Policy in Windows 2000 and 2003 based networks.
- Simplified Group Policy Planning, Management & Backup
- Consistent permission assignment with Active Templates
- Repairable & Revocable role-based delegation of control

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EMAIL: sales@scriptlogic.com

Display-Only File Server
Virtual Booth 3847 • Virtual Product 1639

A revolutionary secure file server technology that protects enterprises from informaiton theft by insiders
- Bits of a confidential file never leave a DOFS server after the file is checked in.
- Screen dump on a user machine is disallowed whenever the user is interacting with a confidential file.
- Any crucial file access operations on a DOFS server like checking in/out, printing, emailing, etc. are fully logged, monitored and controlled.
- Accesses to exported confidential files, essential in a mobile working environment, are protected by a tamper-resistant file access control mechanism.
- Clipboard operation such as cut & paste is unidirectional so that no information leakage from a DOFS server to a DOFS client is possible, but the other direction is allowed.

Retail Price: $100 per user license

RNI Rether Networks Inc.

99 Mark Tree Road
Centereach, NY 11720
Phone: (631) 467-4381
Fax: (631) 467-4597
WEB: www.rether.com
EMAIL: rni@rether.com

Document Security Software
Virtual Booth 3727 • Virtual Product 1428

Authentica's document security solutions provide total control over your enterprise's sensitive documents, spreadsheets and presentations, both during and after delivery to recipients.

Our document security solutions are ideal for any large enterprise that needs to securely share valuable intellectual property internally or with outside business partners.

Authentica's solutions let you:
- Securely distribute information anywhere
- Dynamically change access and usage permissions at any time, even after recipients have accessed files
- Continuously monitor information activity

authentica®
protect your information™

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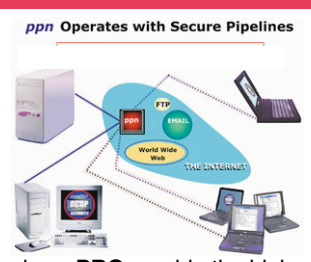
Phone: (781) 487-2600
Fax: (781) 290-0424
WEB: www.authentica.com
EMAIL: sales@authentica.com

Secure Networking Software
Virtual Booth 4150 • Virtual Product 2125



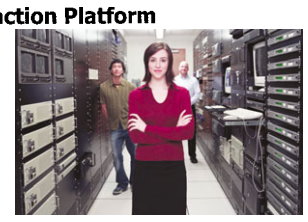
Both **ppnPC** and **ppnPRO** provide the highest level of security for those data transfer applications for which the protection of information is critical. It is the preferred data transfer medium for those individuals and organizations that are required to comply with Federal or State laws and regulations that address the protection of an individual's privacy and/or the maintaining of the confidentiality of electronic data.

SECURITY ACAP SOFTWARE

18700 Main Street, Suite 204A
Huntington Beach, CA 92648
Phone: (714) 843-0099
Fax: (714)-465-3391
WEB: www.apacsecurity.com
EMAIL: info@acapsecurity.com

Web Services Security
Virtual Booth 3944 • Virtual Product 1837

Entrust
Secure Transaction Platform



The Entrust Secure Transaction Platform delivers security capabilities including standards-based authentication & authorization for Web services applications. Addressing identity and access management needs beyond the Web portal, Entrust helps you leverage your existing investment in Web applications to include Web services, delivering a central point of policy definition and enforcement.

Entrust®
Securing Digital Identities & Information

1000 Innovation Drive
Ottawa, ON K2K 3E7 Canada
Phone: (888) 690-2424
Fax: (613) 270-2501
WEB: www.entrust.com/stp/pro
EMAIL: entrust@entrust.com

Enterprise Backup Solution
Virtual Booth 3920 • Virtual Product 1794

Innovative Data Protection-VERITAS NetBackup Enterprise Server delivers enterprise data protection for the largest UNIX, Windows, Linux and NetWare environments. To help reduce administration and hardware costs, organizations can now take advantage of enterprise-strength features such as synthetics, disk-based protection, automated disaster recovery, and desktop and laptop protection. VERITAS NetBackup provides the most advanced media management available, including tape labeling, tape media pool creation, device sharing, media/device reporting and bar code support. VERITAS NetBackup Enterprise Server also provides optional database and application-aware backup and recovery solutions for Oracle, SAP, Microsoft SQL Server, Microsoft Exchange, Microsoft SharePoint Portal Server, DB2, Lotus Notes/Domino, Sybase and Informix to deliver data availability for utility computing.

VERITAS™

350 Ellis Street
Mountain View, CA 94043
Phone: (800) 327-2232
Fax: (650) 527-2908
WEB: www.veritas.com
EMAIL: sales@veritas.com

Backup & Recovery Solution
Virtual Booth 3984 • Virtual Product 1911

Harbor NSM Product Suite

If you're like many companies today, your infrastructure has become increasingly complex while the growth in corporate data continues to explode.

Harbor NSM backup and recovery solution from Beta Systems not only backs up your ever-increasing amounts of vital data and provides the fastest recovery time on the market, it also works within your existing infrastructure, regardless of its complexity.

Harbor NSM provides high-performance network and SAN-based backup with fast, reliable data recovery.

- Scalable
- Manageable
- Flexible

betasystems

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Toll Free: (800) 475-1168
WEB: www.betasystems.com

Greenbelt, MD 20770
Fax: (301) 486-4602
EMAIL: kelly.gunn@betasystems.com

Data Protection Software
Virtual Booth 3837 • Virtual Product 1632

$79 Workstation Edition
$275 Server Edition
$395 Exchange or SQL Agent

BackAgain™ Data Protection Software. Tens of thousands of satisfied customers worldwide since 1994.

- Standout ease-of-use, highly competitive feature set, broad backup device support
- Live Microsoft Exchange backup (to mailbox level), live SQL Server backup
- Back up to any media at no additional cost
- "Bare-metal restore" for disaster recovery
- Unmatched value

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Eagan, MN 55121
Toll Free: (800) 284-4156
Phone: (651) 203-4600
WEB: www.intradyn.com
EMAIL: sales@intradyn.com

Backup & Recovery Mgmt.
Virtual Booth 3991 • Virtual Product 1926

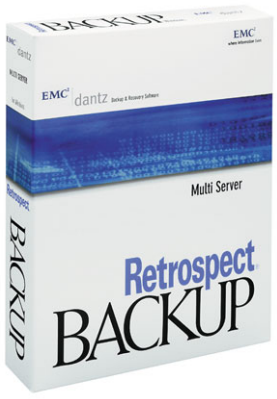
Not Just Another Backup Utility!

VFI/X is an intelligent, automated, high-level data protection and recovery management system. Based on the premier mainframe product that has protected Global 1000 corporations for over 15 years, VFI/X is now available for the distributed world. VFI/X leverages your current investment in all popular backup and recovery software and mirroring technologies. It unobtrusively monitors your systems in real-time, learns how your critical files are used as well as their interdependencies, and ensures that they're backed up when necessary, directly interfacing with the tools of your choice. All performed automatically, without human intervention, and these are just a few of its features. VFI/X is available for SUN Solaris 8 and above (Sparc 32, 64 & x86). Linux, IBM AIX, HP UX and Microsoft Windows versions will be released over the next several months.

21ST CENTURY software INC

940 W. Valley Rd., Ste. 1604
Wayne, PA 19087
Phone: (610) 971-9946
Fax: (610) 964-9072
WEB: www.21stcenturysoftware.com
EMAIL: sales@21stcenturysoftware.com

Backup Software
Virtual Booth 4062 • Virtual Product 2014



New EMC Dantz Retrospect 7 for Windows makes speed & ease of use a backup reality. Now you can perform fast, automated backups to disk, stream data to tape for offsite storage & keep disk copies onsite for quick restores. Just a few clicks will have you up & running. Ease of use, unparalleled restore accuracy & complete protection for servers, desktops & notebooks are why thousands of businesses rely on Retrospect.

EMC² | dantz

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Phone: (925) 948-9000
Fax: (925) 948-9099
WEB: www.emcdantz.com
EMAIL: sales@dantz.com

Unix/Linux Tape Management
Virtual Booth 3862 • Virtual Product 1679

Backup, Recovery & Media Management For Open Systems

LXI TMS/ix brings true tape management to Unix and Linux servers. Capable of performing standard day-to-day backups, TMS/ix gives corporate data centers more advanced tape management for those tape processes above and beyond backup and recovery. With TMS/ix you can:

- Read and write standard label and non-label tapes
- Track and protect every tape used
- Manage virtually unlimited number of tape devices, including virtual and real automated tape libraries
- Implement regulatory compliant offsite vault management program
- Monitor all backup activity from a single console

LXI Network Storage Solutions

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Irving, TX 75063
Phone: (800) 226-6526
Fax: (214) 260-9019
WEB: www.LXIcorp.com
EMAIL: sales@LXIcorp.com

Continuous Data Protection
Virtual Booth 3587 • Virtual Product 1358

Storactive LiveServ™ for Exchange Server

LiveServ software delivers continuous data protection for Microsoft Exchange servers, ensuring rapid, zero-loss recovery of individual messages, mailboxes and entire data stores.

- Eliminate backup and recovery windows
- Recover data up to the point of failure
- Rapidly restore messages while Exchange is live
- **FREE TRIAL**

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Phone: (888) 352-9140
Fax: (310) 604-0773
WEB: www.storactive.com
EMAIL: sales@storactive.com

Content Archiving Software
Virtual Booth 3929 • Virtual Product 1814

Enterprise Vault®

Enterprise Vault® offers a total archiving platform for Microsoft Exchange, SharePoint Portal Server, IM and file server environments. Enterprise Vault® allows you to streamline and reduce the ongoing cost of information storage for the enterprise and simultaneously keep it instantly accessible for users and the organization.

Enterprise Vault not only optimizes front line systems but helps you support your mission to develop processes for good corporate governance.

Visit **www.kvsinc.com/corpgov** and receive the free report, Corporate Governance - the Impact on your IT Staff!

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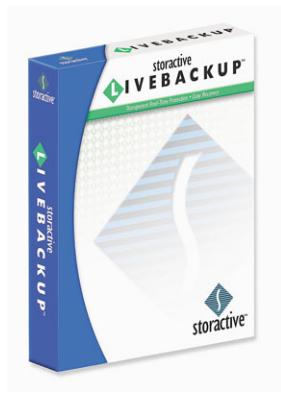
Fax: (817) 635-1800
WEB: www.kvsinc.com
EMAIL: info@kvsinc.com

Backup & Disaster Recovery
Virtual Booth 3587 • Virtual Product 1359



Storactive LiveBackup® for Enterprise PCs

LiveBackup software for desktop, remote & mobile PCs protects distributed data automatically as it is saved and ensures rapid file, system & disaster recovery.

- Automates PC backup in real time
- Recovers from disasters, errors & viruses
- Minimizes downtime
- Offers easy, self-serve data recovery
- **FREE TRIAL**

storactive®

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Fax: (310) 604-0773
WEB: www.storactive.com
EMAIL: sales@storactive.com

Data Backup & Security
Virtual Booth 4224 • Virtual Product 2314

Devu Pro Server Edition provides a unique combination of data security, data privacy capabilities and biometrics in one, while maintaining business continuity. From the small startup to the largest corporate environment, Devu Pro Server Edition provides everyone from the desktop user to the systems administrator peace of mind, knowing all important and pertinent information is being synchronized and secured while the user works at the desktop.

CEELOX

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Tampa, FL 33634
Phone: (813) 769-0918
WEB: www.ceelox.com

Real-Time Data Replication
Virtual Booth 3080 • Virtual Product 513

Constant Replicator™ provides automatic real-time replication of mission-critical file data in real-world heterogeneous environments over ordinary IP networks. Once installed on your host, Constant Replicator™ is always running, protecting your critical files by mirroring them as they change to one or more remote servers over your existing network.

As your business migrates to the next level where data availability is critical, consider the many enterprise environments where Constant Replicator™ can make the transition simple and hassle-free while simultaneously providing investment protection and a solid foundation for your future.

constantdata

410 11th Avenue South
Phone: (952) 933-2331
WEB: www.constantdata.com

Hopkins, MN 55343
Fax: (952) 933-2551
EMAIL:sales@constantdata.com

Data Backup & Recovery
Virtual Booth 3974 • Virtual Product 1892

EVault Online Data Backup & Recovery Software and Services protect your business-critical data. Unexpected data loss can have serious consequences that no business or IT professional wants to face. Eliminate the risk and management burden of tape-based server backup and disaster recovery.

- Centralize and automate your backup and recovery process
- Enjoy reliable and encrypted data transfer to an off-site storage vault, with 100% data confidentiality - guaranteed
- Reliable and immediate restoration of lost or deleted files
- Lower data backup costs by leveraging existing infrastructure
- Automate for regulatory compliance, removing dependence on human management

EVAULT

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Walnut Creek, CA 94596
Phone: (877) 382-8581
Fax: (925) 944-9909
WEB: www.evault.com
EMAIL: info@evault.com

Peer to Peer Backup System
Virtual Booth 4024 • Virtual Product 1963

312's flagship product LeanOnMe provides platform independent peer-to-peer backup and remote access capabilities. Using innovative Peer-to-Peer technology, LeanOnMe allows you to backup your files to your friends, family, or colleague's computer. This is all done quickly, easily, and safely, using encryption standards similar to that used by banks and the military.

Try it free online at www.312inc.com

LeanOnMe features:
- Installation & setup wizard
- Protects files or folders
- Easy scheduler for continuous, effortless backup
- Simultaneous backups to multiple off-site peers
- Peers cannot see, modify or infect your data
- Securely encrypts and compresses the data
- No monthly web storage fees!

three twelve

3251 Progress Dr.
Orlando, FL 32826
Phone: (407) 210-2412
Fax: (407) 207-7348
WEB: www.312inc.com
EMAIL: sales@312inc.com

Data Warehouse Platform
Virtual Booth 3926 • Virtual Product 1807

Sybase IQ 12.5 is a data warehouse platform designed specifically from the ground up for unsurpassed query performance and the lowest total cost of ownership for users' analytical applications. Based on recent TPC-H benchmarks, Sybase IQ is a category-leader in the business intelligence and enterprise data warehousing market, with record-breaking price-performance and storage efficiency, as well as the lowest total cost of ownership.
Sybase IQ is only business intelligence solution available on the market today that offers column-based data warehousing. Unlike traditional databases, Sybase IQ is architected for analytics - not transactions - and the column-based structure provides significant advantages within a query environment, including reliable performance, easy maintenance, increased scalability and the need for fewer hardware resources.

SYBASE

One Sybase Way
Dublin, CA 94568
Phone: (925) 236-5000
Fax: (925) 236-4321
WEB: www.sybase.com
EMAIL: sales@sybase.com

Storage Mgmt. Solution
Virtual Booth 4100 • Virtual Product 2068

ArC Overview

Network-based archive for fixed-content data

Archivas Cluster (ArC) is a network-based archive management solution that is designed for long-term storage of digital assets. The archive database is distributed and replicated across multiple Linux servers, or nodes. Each node stores data and acts as a portal to access data. Built from industry-standard hardware, ArC's unique architecture enables an installation to scale easily and inexpensively from a small cluster of several server nodes, to many nodes that store hundreds of terabytes of data.

ARCHIVAS digital archiving

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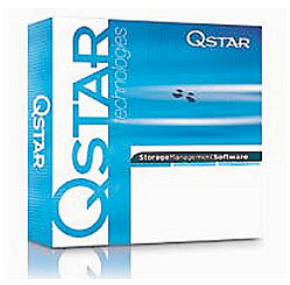
Waltham, MA 02451
Phone: (781) 890-8353
Fax: (781) 890-8343
WEB: www.archivas.com
EMAIL: info@archivas.com

Data Archiving Software
Virtual Booth 4227 • Virtual Product 2333



QStar HSM (Hierarchical Storage Management) has been setting the standard for storage management since its introduction. QStar HSM has continued to evolve to provide even greater performance and data security for the lifeblood of your business. With thousands of installations around the world and supporting a wide range of archival media and platforms, your choice of a solution is now easier to make than ever before.

QSTAR TECHNOLOGIES

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Fort Walton Beach, FL 32548
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WEB: www.qstar.com
EMAIL: info@qstar.com

Web-Based Media Service
Virtual Booth 4085 • Virtual Product 2048

American Eagle's WEBSCAN
Web-based media tracking system

Track Media
- For Mainframe and Open Systems
- To and from any location
- By retention date or cycle control
- Kept in containers or slotted at the Vault
- Regardless of media type

Inventory
- Media in Tape Library
- Media at the Offsite Vault

Web-Based Advantages
- Access information from anywhere anytime
- No corrupt database issues
- Backups done at the server level

AES

30 Corporate Drive
Holtsville, NY 11742
Phone: (631) 207-4400
Fax: (631) 207-4407
WEB: americaneaglesys.com
EMAIL: info@aeseast.com

SAN & NAS Management
Virtual Booth 3697 • Virtual Product 1286

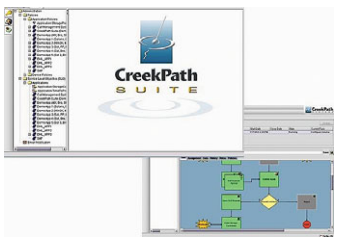
IPStor Infrastructure Platform for Storage Networking

IPStor provides an open software infrastructure platform for storage networking, allowing for the consolidation of heterogeneous storage environments along with the seamless creation & provisioning of both SAN (block level) & NAS resources (for general-purpose file sharing) from the same storage pool.
- Any-to-any connectivity: Fibre Channel, IP, iSCSI, SCSI, CIFS, NFS, etc.
- Centralized management of entire storage network and storage services from a single easy-to-use, go-anywhere Java console
- Dynamic expansion of storage volumes
- Lightning-fast zero-impact backup and immediate recovery
- End-to-end security

CAEN ENGINEERING

2130 North Glassell Street
Orange, CA 92865
Phone: (866) 651-6036 Ext. 21
Fax: (714) 998-6366
WEB: www.caeneng.com
EMAIL: dennis@caeneng.com

Storage Resource Mgmt.
Virtual Booth 3747 • Virtual Product 1483



CreekPath Systems is changing the way people view their storage operations and processes. There is no other vendor in the industry that integrates workflow, policy and automation into the storage supply chain so that users can employ their total infrastructure as a business enabler.

CreekPath SYSTEMS Improving Business Agility

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Longmont, CO 80503
Phone: (303) 845-1188
Fax: (303) 845-1002
WEB: www.creekpathsystems.com
EMAIL: sales@creekpathsystems.com

Storage Resource Mgmt.
Virtual Booth 3986 • Virtual Product 1915

NTP Software Quota & File Sentinel enables users to enforce the appropriate usage policies, so you can preserve system performance and availability. With Quota & File Sentinel you can enforce disk space limits on directories, shares and servers in order to control user consumption, manage data stored on servers and gain real-time data on storage performance.

- Full support of Windows 2003
- Full HIPAA compliance
- Increased Security
- Installs without a reboot
- Network Appliance Functionality

NTP Software™

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Phone: (603) 622-4400
Fax: (603) 263-2375
WEB: www.ntpsoftware.com
EMAIL: info@ntpsoftware.com

Storage Consolidation
Virtual Booth 3979 • Virtual Product 1901

SANsymphony™ software is an enterprise-class open storage networking platform that maximizes the value from IT assets. It pools disk space and automatically allocates just enough capacity, just in time. This doubles disk utilization, delivers a tenfold increase in managed capacity per administrator, eliminates storage-related downtime, and enables affordable business continuance.

DataCore™ SOFTWARE

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Ft. Lauderdale, FL 33309
Phone: (954) 377-6000
Fax: (954) 938-7953
WEB: www.datacore.com
EMAIL: salesops@datacore.com

Storage Resource Mgmt.
Virtual Booth 3996 • Virtual Product 1942

nStor has built its NexStor platforms on a common management tool, providing you with the ability to easily manage your information assets. StorView management software allows you to leverage your storage resources to enhance the performance of your business applications, while simplifying and reducing the cost of managing storage environments.
- Easy to use, centralized management
- Flexibile and customizable
- Intuitive administration
- Auto detection minimizes setup
- Alert notification via SNMP or email
- Continuous uptime
- Remote management
- Advanced features: Virtualized LUN, Environment Capture, Statistical Reporting

nStor®

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Carlsbad, CA 92009
Phone: (760) 683-2500
Fax: (760) 683-2599
WEB : www.nstor.com
EMAIL: info@nstor.com

Storage Expansion
Virtual Booth 3979 • Virtual Product 1900

SANmelody™ software converts PC servers into cost-effective expansion disk servers. Their added capacity appears as additional internal drives to disk-starved servers on LANs or SANs. This simple solution eliminates the need to commission extra application servers when the existing systems have no more room to add disks. Advanced options include point-in-time snapshots, auto failover across redundant disk servers, auto provisioning of disk space and long-distance asynchronous replication over IP WANs. These functions are host-independent and operate without occupying resources on the application servers.

To enhance application security and availability, SANmelody-equipped disk servers can maintain up-to-date copies (mirror images) of critical data currently housed on internal disk drives.

DataCore™ SOFTWARE

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Ft. Lauderdale, FL 33309
Phone: (954) 377-6000
Fax: (954) 938-7953
WEB www.datacore.com
EMAIL: salesops@datacore.com

Data Storage Management
Virtual Booth 4041 • Virtual Product 1984

CaminoSoft's Managed Server HSM(tm) software provides a straightforward, cost-effective solution for managing the complexities of data storage. Combine the software with your Windows 200X and NetWare production servers and a host of off-the-shelf storage devices, including SAN, ATA/RAID, NAS, optical, and tape subsystems. The result is a finely tuned data storage resource supporting virtually infinite growth and availability. *Call for a price quote.
- Installs easily and quickly with no required production server downtime
- Aggregates multiple storage resources into a virtual central storage pool
- Provides seamless access to files---user directories remain unchanged
- Dramatically reduces the amount of time needed for backup/recovery

CaminoSoft

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SCSI Diagnostics
Virtual Booth 3820 • Virtual Product 1614

SCSItoolbox™

The SCSItoolbox is the industry's most advanced and widely used testing and diagnostic tool. In use worldwide since 1992, the SCSItoolbox encompasses every tool that you need to test, troubleshoot, configure, and diagnose any single-ended; differential, SCSI 1, 2, 3, wide or narrow devices; Ultra II, Ultra3; FC; iSCSI; SATA; ATAPI; or SAS device.

SCSI TOOLBOX, LLC
The Industry Standard in SCSI/FC/iSCI Testing

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I/O Acceleration Software
Virtual Booth 3729 • Virtual Product 1435

Precision I/O will open up the server-to-network bottleneck for the first time with a software solution using the standard IP/Ethernet infrastructure already present in virtually every data center. Precision I/O's technology is inserted between an application and a network interface to relieve operating systems of I/O chores, letting the server focus on more important tasks associated with application processing.

- 100% Ethernet-based so there are no new standards, no new protocols, no new networking fabric.
- Boost transaction throughput two to seven times.
- Results in one-third of the latency of existing Ethernet deployments.
- Eliminating the bottleneck with the short transactions. typically found in server-to-server, database, and cluster.

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iSCSI Target Software
Virtual Booth 3905 • Virtual Product 1777

WinTarget

WinTarget is a powerful iSCSI target software solution designed specifically for the Windows 2000/XP/2003 platform that enables IT departments to benefit from cost-effective network storage solutions. Leveraging the iSCSI protocol, WinTarget enhances Windows sharing of disk systems over an Ethernet network. WinTarget seamlessly integrates into the operating system enabling customers to leverage their investment in Windows by providing network-wide secure storage provisioning and high availability. Storage capacity is no longer trapped behind a single server or unavailable if a single server fails. Typical applications of WinTarget include sharing locally attached free disk resources among servers, extending high-performance fault-tolerant disk devices across the network, consolidating storage, or creating cost-effective cluster environments.

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Application Virtualization
Virtual Booth 4032 • Virtual Product 1972

Softricity® helps enterprises simplify and accelerate their entire software management and deployments with SoftGrid® - the industry's first application virtualization infrastructure solution - reliably and cost-effectively for past, present and future applications. SoftGrid transforms Windows applications from products that must be installed locally into virtual services that are centrally configured, managed, and deployed on-demand to Windows desktops, laptops and Terminal Services/Citrix MetaFrame Presentation servers - preventing application conflicts, eliminating regression testing and increasing change management responsiveness. By streamlining deployment, upgrades, patches and terminations, SoftGrid saves companies tremendous time and money, increases quality of service and provides the flexibility needed for today's dynamic business environment.

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Scheduling Software
Virtual Booth 4188 • Virtual Product 2205

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Enterprise Automation
Virtual Booth 4211 • Virtual Product 2268

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Enterprise Mgmt. Software
Virtual Booth 3793 • Virtual Product 1559

ECM Enterprise Configuration Manager captures tens of thousands of configuration variables on every server and workstation in your organization. See the results immediately in the ECM Portal or as output in one of the hundreds of prepackaged reports. Tame rogue system configurations, enforce standards, minimize downtime, and forge a strong, seamless network environment.

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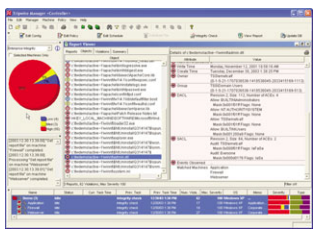
Tripwire For Servers
Virtual Booth 4066 • Virtual Product 2023



Tripwire® for Servers monitors critical server system files across the enterprise, providing immediate notification of changes that occur, while Tripwire Manager provides convenient, centralized management of Tripwire for Servers installations. With Tripwire software, evaluate changes and minimize impact to prevent downtime, maintain security, and stop implementation of unauthorized changes.

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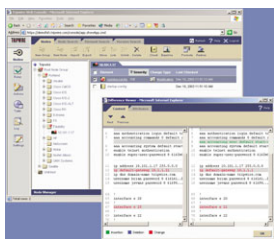
Tripwire for Network Devices
Virtual Booth 4066 • Virtual Product 2024



Tripwire® for Network Devices is a multi-vendor network configuration management software product that centrally manages, monitors, and reports changes made to routers, switches and other network assets. Rely on Tripwire for Network Devices to increase network uptime, enable staff efficiencies, demonstrate compliance with internal IT policies or government regulations, and enhance security.

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Clustering Solutions
Virtual Booth 3920 • Virtual Product 1792

VERITAS Cluster Server, the industry's leading open systems clustering solution, is ideal for reducing planned and unplanned downtime, facilitating server consolidation, and effectively managing a wide range of applications in heterogeneous environments. With support for up to 32 node clusters in SAN, VERITAS Cluster Server features the power and flexibility to protect everything from a single critical database instance, to the largest, globally dispersed, multi-application clusters. Increasing automation, providing features to test production disaster recovery plans without disruption, and offering intelligent workload management allow cluster administrators to maximize resources by moving beyond reactive recovery to proactive management of application availability.

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IT Lifecycle Management
Virtual Booth 4149 • Virtual Product 2128

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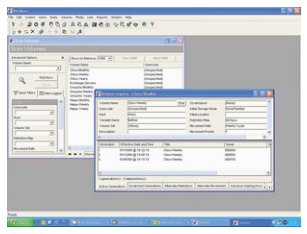
Media Management System
Virtual Booth 3998 • Virtual Product 1943

Vertices® THE MEDIA MANAGEMENT SYSTEM



Vertices® Media Management System is the comprehensive, scalable disaster recovery tool that will help you meet even the most stringent business continuity guidelines. Vertices lets you easily store, track, move and protect all the media your company generates. And since Vertices integrates seamlessly with your backup system, the tracking / logging of your backup media will be done automatically.

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Patch Management Service
Virtual Booth 3819 • Virtual Product 1754

- **Continuous, automated assessment.** When a remote or mobile user tries to connect, iPass immediately inventories their PC's security assets and runs a security assessment before giving the user an Internet connection.
- **Automated remediation.** After assessing the endpoint device, iPass automatically remediates Microsoft OS patches and antivirus definition files based on your security policies and priority levels.
- **Automated patch management.** Each time a Windows OS patch is released, it's immediately available. The management of antivirus updates is also highly automated. IT staff definte how often a user's definition files are to be updated, and iPass takes care of it.

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Security Update Manager
Virtual Booth 3793 • Virtual Product 1560

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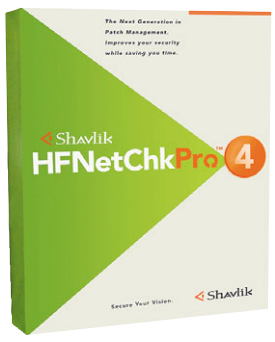
Patch Management Software
Virtual Booth 4177 • Virtual Product 2187



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Application Monitoring
Virtual Booth 3990 • Virtual Product 1925

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Application Performance
Virtual Booth 3920 • Virtual Product 1793

VERITAS i³™ is an integrated software solution that provides a methodology for rapidly improving application performance. Correlates the application flow across the multi-tiered IT infrastructure by continuously monitoring all technologies that contribute to response time.
Identify the problem with VERITAS Insight™-collects detailed performance metrics from underlying technologies contributing to response time to provide deep visibility into complex performance bottleneck issues.
Notify the user with VERITAS Inform™-delivers key performance information collected by Insight & Indepth in the form of historical reports and exception to service alerts.
Correct the problem with VERITAS Indepth™-measures the real end user response time of multi-tiered applications. Provides specific performance metrics for SAP, Oracle, PeopleSoft, Siebel, and J2EE and MS-SQL applications.

VERITAS™

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End-To-End Performance
Virtual Booth 4043 • Virtual Product 1985

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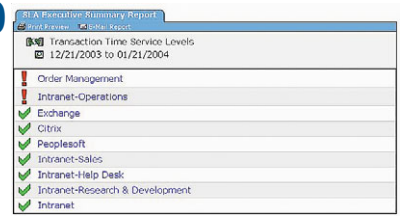
Starting Price



NetQoS' SuperAgent is the most complete application performance solution available today, from reports to measure SLA compliance for the CIO to detailed problem solving analysis for network engineers. SuperAgent monitors and analyzes end-to-end performance based on real user traffic, measuring all transactions from all users. No synthetic transactions, no agents on desktops or servers.

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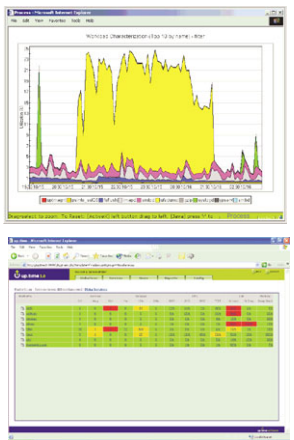
Performance Monitoring
Virtual Booth 3925 • Virtual Product 1806



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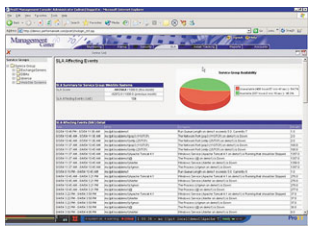
Network & System Mgmt.
Virtual Booth 4010 • Virtual Product 1954



ProIT is an easy-to-use, rapidly deployed software solution. ProIT enables IT administrators and engineers to work together to monitor and manage all system resources from a single place, eliminating the need for multiple, expensive-to-maintain software tools, while providing a total enterprise view for detection, diagnostics and problem resolution. Download a FREE TRIAL today at www.performanceit.com.

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Data Center Management
Virtual Booth 4200 • Virtual Product 2249

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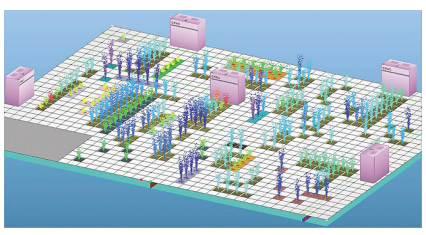
Air Flow Design Software
Virtual Booth 4058 • Virtual Product 2006



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Sun System Support
Virtual Booth 3730 • Virtual Product 1436

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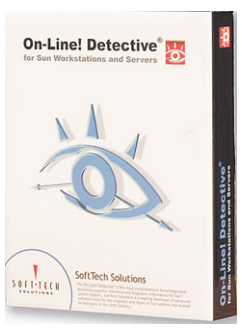

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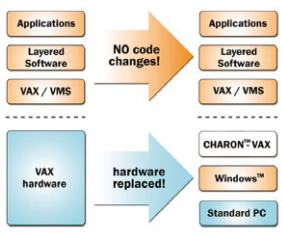
VAX Replacement Systems
Virtual Booth 2776 • Virtual Product 447



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PC Remote Support Software
Virtual Booth 3784 • Virtual Product 1548

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PC Remote Control
Virtual Booth 3800 • Virtual Product 1579

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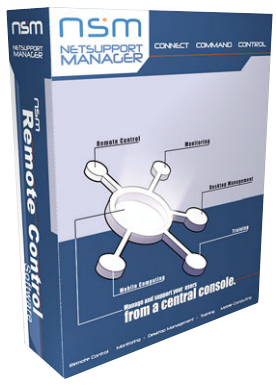

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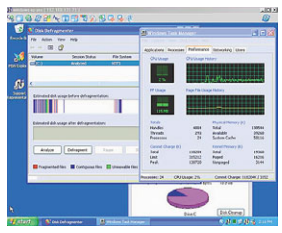
Remote Control Software
Virtual Booth 3878 • Virtual Product 1721



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Data Center Automation
Virtual Booth 4028 • Virtual Product 1967

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Change Surveillance
Virtual Booth 4215 • Virtual Product 2272

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Terminal Emulation
Virtual Booth 4053 • Virtual Product 1998

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Emulation Solutions
Virtual Booth 4135 • Virtual Product 2109

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Terminal Emulation
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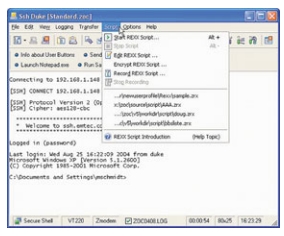

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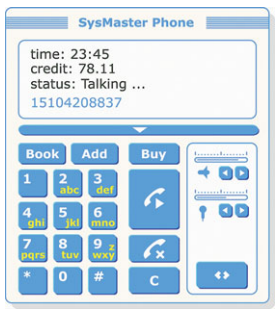

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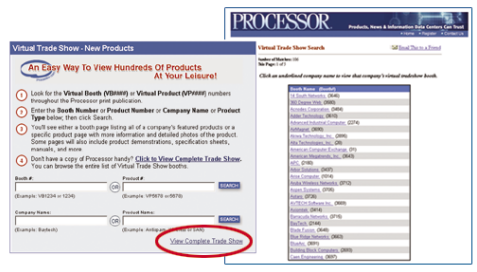

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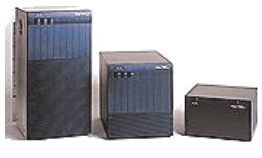

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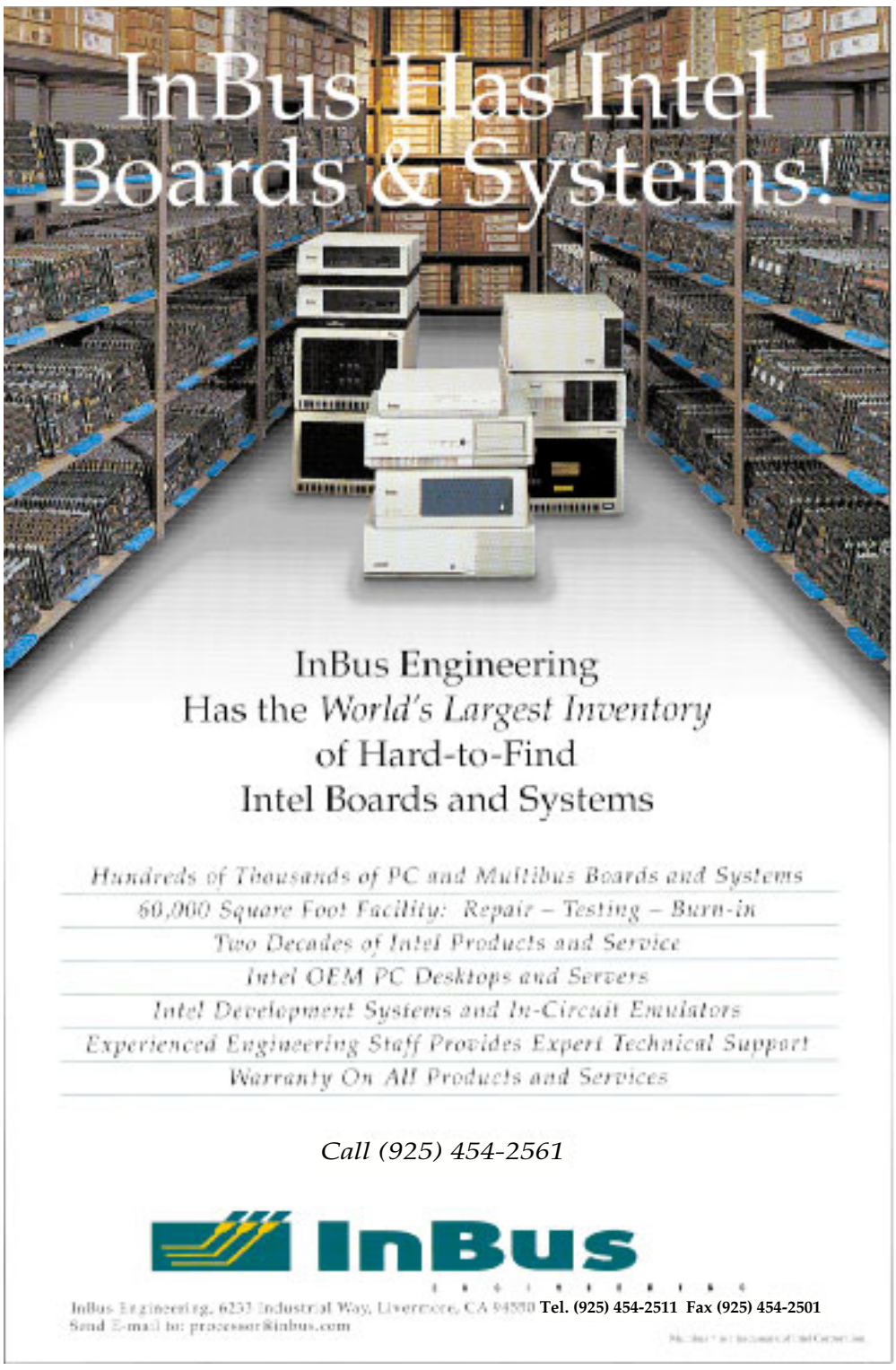

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